

Privacy Policy

KVBits LLC, DBA Ocklet · Last updated: March 31, 2026

KVBits LLC, doing business as Ocklet ("Ocklet", "we", "us", or "our"), is committed to protecting your privacy. This Privacy Policy explains how we collect, use, and share information when you use our AI voice receptionist service (the "Service").

1. INFORMATION WE COLLECT

We collect the following types of information:

- **Account information:** When you sign up, we collect your name, email address, business name, phone number, and billing contact details.
- **Call metadata:** For calls handled by your AI receptionist, we store metadata including call timestamps, duration, caller information provided during the call (such as name and phone number), AI-generated call summaries, and call outcomes (e.g., lead captured, appointment booked).
- **Usage data:** We track the number of minutes used per billing period to calculate your subscription usage and any applicable overage charges.
- **Payment information:** Payment card details are collected and processed directly by our payment processor, Stripe. We do not store your card number, CVV, or other sensitive payment credentials on our servers.
- **Support communications:** If you contact us for assistance, we may retain records of that correspondence to resolve your inquiry.

2. HOW WE USE YOUR INFORMATION

We use the information we collect to:

- Provide, operate, and maintain the Service
- Process subscription payments and calculate usage-based charges
- Send transactional emails about your account and service status
- Respond to support requests and communications
- Improve the accuracy and performance of the Service

- Comply with applicable legal obligations

3. THIRD-PARTY SERVICE PROVIDERS

We share data with trusted third-party service providers who help us deliver the Service. These providers are contractually obligated to protect your data and use it only for the purposes we specify:

- **Our AI voice processing partner:** Processes call audio and generates transcriptions on our behalf. Call audio and transcription data is retained for up to two years in accordance with their data retention policy.
- **Our telephony provider:** Routes inbound phone calls to your AI receptionist.
- **Our cloud infrastructure provider:** Hosts our database, authentication systems, and backend services used to operate the dashboard.
- **Stripe:** Processes all subscription payments and manages billing on our behalf. Use of the Service is also subject to [Stripe's Privacy Policy](#).

4. DATA RETENTION

We retain your account data and call metadata for the duration of your active subscription, plus 90 days following cancellation. After this period, your data is permanently deleted from our systems. Call audio recordings and full transcripts are managed by our AI voice processing partner and subject to their two-year retention window.

5. YOUR RIGHTS

You have the right to access, correct, or request deletion of your personal data at any time. To exercise these rights, please contact us at support@ocklet.com. We will respond to your request within 30 days.

6. COOKIES

The Ocklet dashboard uses essential session cookies solely to maintain your logged-in state. We do not use tracking cookies, advertising cookies, or third-party analytics cookies.

7. CHILDREN'S PRIVACY

The Service is not directed at children under the age of 13. We do not knowingly collect personal information from anyone under 13. If you believe we have inadvertently collected such information, please contact us at support@ocklet.com.

8. CHANGES TO THIS POLICY

We may update this Privacy Policy from time to time. For material changes, we will notify you by email at least 30 days before the change takes effect. Your continued use of the Service after the effective date constitutes acceptance of the updated policy.

9. CONTACT US

If you have questions or concerns about this Privacy Policy, please contact us:

KVBits LLC, DBA Ocklet

support@ocklet.com