

PRIVACY POLICY

By AngelPBX/ AngelMeet.ai

PRIVACY POLICY by ANGELPBX

Last Updated:

OVERVIEW:

1. SCOPE:

2. INFORMATION WE COLLECT:

- 2.1. ACCOUNT AND PROFILE DATA
- 2.2. CALL & PBX DATA
- 2.3. MEETING & COLLABORATION DATA
- 2.4. AI-DRIVEN DATA
- 2.5. MESSAGING DATA
- 2.6. TECHNICAL & DEVICE INFORMATION
- 2.7. SUPPORT & COMMUNICATION DATA

3. HOW WE UTILIZE YOUR INFORMATION:

- 3.1. PROVIDING SERVICES
- 3.2. IMPROVING AND SECURING THE EXPERIENCE
- 3.3. INTEGRATIONS & API USAGE
- 3.4. BILLING & ADMINISTRATIVE PURPOSES
- 3.5. LEGAL, COMPLIANCE, & ENFORCEMENT

4. AI FEATURED & DATA USAGE

- 4.1. NATURE OF AI PROCESSING
- 4.2. AI ACCURACY AND HUMAN RESPONSIBILITY
- 4.3. DATA USED TO ENHANCE AI
- 4.4. EMBEDDINGS FOR SEMANTIC SEARCH

5. HOW ANGELPBX SHARE PERSONAL DATA/ INFORMATION

- 5.1. TELECOM CARRIERS
- 5.2. SERVICE PROVIDERS & SUBPROCESSORS
- 5.3. INTEGRATION YOU CONNECT
- 5.4. COMPLIANCE WITH LAW
- 5.5. BUSINESS TRANSFERS

6. INTERNATIONAL DATA TRANSFERS

7. DATA RETENTION

8. SECURITY PRACTICES

9. CUSTOMER'S RIGHTS

10. CHILDREN'S POLICY

OVERVIEW:

AngelPBX is committed to protect your privacy followed by ensuring that your data (personal data) is handled responsibly. This Privacy Policy explains: How we collect, use, store, disclose, or protect your data/ information when you access or use our platform/ services.

By accessing or using the Services, you agree to the practices described in this Privacy Policy. If you do not agree, please discontinue use.

1. SCOPE:

This Privacy Policy is somehow applicable to the following:

- Visitors to our website
- Registered users and customers
- End users being invited for meeting or collaboration sessions
- Individuals interacting with our AI-based features/ services, chat interfaces, meeting tools, or analytics panel.

This Policy does not apply to third-party websites, integrations, or platforms, which are governed or operated by their own privacy policy.

2. INFORMATION WE COLLECT:

We collect different types of information in multiple ways based on how you are utilizing our platform. All this to deliver and enhance our platform / services experiences.

2.1. ACCOUNT AND PROFILE DATA

- Name
- Email Address
- Phone Number
- Company Name & Role
- Login Credentials
- Linked Accounts
- Subscription and Billing Information

2.2. CALL & PBX DATA

We collect following information, to ensure smooth PBX functionality:

- Call Metadata (including- date, time, duration, parties involved)
- Routing information (Queues, Ring Groups, IVR paths)

- Call Logs and Status Codes
- Spam Detection with Screening Results
- Voicemail Metadata and audio (if enabled)
- Number Blocking Actions
- Click-to-Call Events
- Contact Information (Stored or Synced)
- Press-to-Verify Outcomes

2.3. MEETING & COLLABORATION DATA

- Meeting Titles, Descriptions, Dates, and Times
- Calendar Sync Metadata
- Participant Details
- Chat Messages
- Screenshare Content
- Whiteboard/Canvas Content
- Video and Audio Content of Meetings
- Cloud Recordings (if enabled)
- Virtual Background Selections
- Webinar Attendee Details
- Device Information and Connection Statistics

2.4. AI-DRIVEN DATA

On enabling AI-features, AngelPBX will be collecting:

- Transcripts of Calls or Meetings
- Summaries, Notes, and Action Items
- Semantic Embeddings for Enhanced Search
- Agent Performance Analytics and Scores
- Sentiment Indicators
- AI-Based Quality Scoring
- Key Point Extraction and Classification

2.5. MESSAGING DATA

On enabling the supported messaging channels, AngelPBX will be collecting the following data:

- Message Content
- Delivery Timestamps
- Sender/Receiver Details
- Message Routing Data

2.6. TECHNICAL & DEVICE INFORMATION

- IP Address

- Device Type, OS, Browser
- Usage Logs and Diagnostic Information
- Access Time and Pages Viewed
- Cookies and Tracking Technologies
- Crash Reports and Performance Metrics

2.7. SUPPORT & COMMUNICATION DATA

- Support Tickets and Messages
- Emails, Chats, or Phone Call Records
- User Feedback
- Logs Uploaded Voluntarily for Troubleshooting

3. HOW WE UTILIZE YOUR INFORMATION:

AngelPBX is responsible for processing your data for the following purposes:

3.1. PROVIDING SERVICES

- Routing and Managing Calls
- Setting Up Meetings & Webinars
- Processing Audio, Video, Messages, and Transcripts
- Operating AI Features like Notes, Summaries, Analytics, and Semantic Search
- Displaying Dashboards, Logs, and Activity Reports
- Enabling Click-to-Call and Omnichannel Communication

3.2. IMPROVING AND SECURING THE EXPERIENCE

- Monitoring System Performance
- Preventing Fraud, Spam, and Abuse
- Enhancing AI Accuracy and Search Relevance
- Ensuring Service Stability
- Detecting Security Breaches or Misuse
- Debugging Issues and Supporting Customers

3.3. INTEGRATIONS & API USAGE

- Connecting to CRMs, Calendars, or Other Third-Party Tools
- Allowing API-Based Automation and Custom Workflows
- Sharing Authorized Data with Integrated Platforms (As Configured)

3.4. BILLING & ADMINISTRATIVE PURPOSES

- Processing Payments & Invoices
- Sending Subscription Reminders
- Providing Account-Related Notices

3.5. LEGAL, COMPLIANCE, & ENFORCEMENT

- Responding to Lawful Requests from Authorities
- Meeting Regulatory Requirements
- Enforcing our Terms and Acceptable Use Policy ([AUP](#))

4. AI FEATURED & DATA USAGE

AngelPBX utilizes AI to enhance following features:

- AngeLECHO Call Handling
- Agentic AI Conversation Analysis
- Semantic Search
- AI Notetaker
- AI Quality Scoring
- AI-Agent Analytics

4.1. NATURE OF AI PROCESSING

- Audio & Speech
- Video Content
- Text Transcripts
- Chat Messages
- Contact Metadata
- Meeting Logs
- Call Sentiment & Patterns

AI outputs are generated automatically based on the content provided.

4.2. AI ACCURACY AND HUMAN RESPONSIBILITY

AI-generated outputs may be incomplete or incorrect. So, customers are responsible for:

- Reviewing the AI-Driven Results
- Verifying Accuracy Before Acting on them
- Avoiding Exclusive Reliance on AI Scores for HR, Legal, or Compliance

4.3. DATA USED TO ENHANCE AI

[AngelPBX.ai](#) does not utilize identifiable customer audio, video, transcripts, or content to train generalized models for customers unless you have explicitly opted-in to an improvement program. We, as a provider, may utilize anonymized, aggregated, or synthetic data to enhance performance.

4.4. EMBEDDINGS FOR SEMANTIC SEARCH

To enable natural-language search, we may create vector embeddings of your content. These embeddings:

- Are utilized only inside your organization's account

- Do not reveal raw data
- Are not shared externally or utilized to train external models

5. HOW ANGELPBX SHARE PERSONAL DATA/ INFORMATION

[AngelPBX.ai](#) shares data/ information once necessary for legitimate purposes:

5.1. TELECOM CARRIERS

- Call routing and messaging rely on carriers who receive metadata and sometimes content needed to deliver communications

5.2. SERVICE PROVIDERS & SUBPROCESSORS

We may share data with

- Cloud Hosting Providers
- AI Inferencing Providers
- Database & Storage Platforms
- Analytics Tools
- Email Delivery Systems
- Customer Support Platforms
- Payment Processors

All subprocessors are contractually bound to confidentiality and security standards.

5.3. INTEGRATION YOU CONNECT

If you integrate third-party services, like CRM, calendars, storage, or more, AngelPBX may share data required to operate or function that integration. Customers have the right to control these connections.

5.4. COMPLIANCE WITH LAW

We may share data with government authorities only when required under applicable law.

5.5. BUSINESS TRANSFERS

In case, AngelPBX is involved in a merger, acquisition, or asset transfer, your data may be transferred as part of the transaction under strict confidentiality protections.

6. INTERNATIONAL DATA TRANSFERS

Your data may be processed or stored outside your home country. Hence, [AngelPBX.ai](#) utilizes appropriate safeguards such as:

- Contractual Data Protection Agreements
- Secure Encryption

- Controlled Access
- Risk Assessments of Subprocessors

7. DATA RETENTION

AngelPBX tends to retain data based on following aspects:

- Your Plan Settings
- The Type of Data
- Operational Requirements
- Legal Obligations

For Instance:

- ❖ Call Logs: Per Your Account Retention Controls
- ❖ Meetings & Recordings: As Configured by Your Admins
- ❖ AI Summaries: Until Deleted or Retention Expires
- ❖ Account Information: While Your Account is Active
- ❖ Billing Records: As Required by Law

8. SECURITY PRACTICES

[AngelPBX.ai](#) utilizes industry-standard security controls, as follows:

- Encryption at Rest and in Transit
- Access Control and Authentication
- Intrusion Detection
- Logging and Monitoring
- Periodic Security Audits
- Secure Software Development Lifecycle Practices

No system is perfectly secure, yet our team functions continuously to protect your data.

9. CUSTOMER'S RIGHTS

Based on your location, AngelPBX offers following rights to its customers:

- Access to Your Data
- Correction or Update
- Deletion
- Export (Data Portability)
- Restriction of Certain Processing
- Objection to Certain Uses
- Withdrawal of Consent Where Applicable
- Manage Cookie Preferences
- Opt Out for Marketing Communications

Object to Processing

For this, all the requests can be shared at: privacy@angelpbx.ai

10. CHILDREN’S POLICY

AngelPBX.ai is not intended for children under 16.

We do not knowingly collect data from minors.

Important:

Legal Basis for Processing: For customer residing within European Union, United Kingdom, or other regions requiring lawful basis, AngelPBX.ai process your data as per one of the following global regulation:

- Performance of Contract
- Legitimate Interests (Security, Analytics, or Product Improvement)
- Legal Obligations (Tax and Fraud Prevention)
- Consent for Specific Features (Cookies, Recordings, or Marketing)

*****Important: We may update this Policy to reflect operational, legal, or regulatory changes.***

Updates will be posted with a new effective date.

If material changes occur, we will notify you via email or in-app notice.

If you have questions about our terms or policies, you can contact: privacy@angelpbx.ai