

# Privacy Policy

Keystone Digital LLC Last updated: \_\_\_\_\_

This Privacy Policy describes how Keystone Digital LLC ("Keystone," "we," "us") collects, uses, and shares information when you visit **keystonedigital.com** (the "Site"), use our **live demo widget**, or become a Keystone client (collectively, the "Services").

If you don't agree with this policy, please don't use the Services.

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## 1. Information we collect

### You give us directly:

- Name, business name, email, phone number, and any message text you submit through the contact form or live-demo widget.
- Information you provide during onboarding for the AI receptionist (business hours, services, scripts, owner contact, integration credentials).
- Payment information when you become a paying client. Card details are processed by **Stripe** — we never see or store full card numbers.

### Collected automatically when you use the Site:

- IP address, browser type, operating system, referrer URL, pages viewed, and timestamps.
- Cookies and similar technologies used for analytics and basic site functionality.

### Collected when you call a Keystone-hosted AI receptionist (as a *caller*, not as a client):

- Your phone number (passed by the carrier as caller ID).
- A real-time speech-to-text transcript of the call.
- Optionally a recording, if the Client we host has enabled recording in their setup. **Pennsylvania is a two-party-consent state** — when a recording is in use, the receptionist will tell you at the start of the call.

## 2. How we use information

- Reply to inquiries, schedule discovery calls, and deliver Services.
- Configure, operate, monitor, and improve the AI receptionist for our Clients.
- Process payments and send invoices.
- Send service-related emails (onboarding, billing, outage notices). We do not send marketing emails to your contacts.
- Comply with our legal obligations and enforce our agreements.

## 3. Who we share information with

We share information only with vendors that help us run the Services, and only as needed:

Vendor	Purpose
Stripe	Payment processing
Twilio	Phone-call routing and SMS
Vapi.ai / ElevenLabs / Anthropic	Voice synthesis and AI conversation

Documenso	Contract signing
Cal.com	Discovery-call scheduling
Make.com	Workflow automation
Hosting (Vercel / Netlify / Railway)	Site and server hosting

We do **not** sell your information. We do not share your information for cross-context behavioral advertising. We may disclose information when required by law (subpoena, court order) or to protect against fraud or harm.

## 4. How long we keep information

- Site contact-form submissions: 24 months, then deleted.
- Client business data and call transcripts: for the duration of the engagement plus 30 days, then deleted on request.
- Billing records: 7 years (IRS retention).
- Backups: rotated within 90 days.

## 5. Your rights

Depending on where you live, you may have the right to:

- Request a copy of the personal information we hold about you.
- Ask us to correct or delete it.
- Opt out of analytics cookies.
- Opt out of any sale or sharing of personal information (we don't sell or share for ads, but the right exists).

Email [keystonedigitalLLCdm@gmail.com](mailto:keystonedigitalLLCdm@gmail.com) to exercise any of these rights. We respond within 30 days.

## 6. Cookies

The Site uses a small number of cookies for basic functionality and aggregate analytics. You can disable cookies in your browser; some features may stop working.

## 7. Children

The Services are not directed to children under 13, and we do not knowingly collect information from children under 13. If you believe we have, email us and we'll delete it.

## 8. Security

We use industry-standard safeguards (TLS in transit, encrypted storage at our vendors, access controls). No system is 100% secure — if a breach affects you, we'll notify you as required by Pennsylvania law.

## 9. Changes to this policy

If we change this policy, we'll update the "Last updated" date above and, for material changes, post a notice on the Site for 30 days.

## 10. Contact

**Keystone Digital LLC** Drake Moyer Bedford, PA (814) 515-6900 [keystonedigitalLLCdm@gmail.com](mailto:keystonedigitalLLCdm@gmail.com)