

PowerShift® Intelligence Privacy Policy

Plain-Language Version – last updated May 16 2025

1. Who We Are

PowerShift® Intelligence (“PSI,” “we,” “our,” “us”) helps organizations work with AI-powered agents and voice interfaces. You’ll find us at <https://powershiftintelligence.org>.

2. What We Collect & Why

Category	Examples	Why We Need It
Account & contact info	Name, email, organization, billing details	Create and maintain your account, send service-related messages, process payments
Usage data	Pages visited, buttons clicked, IP address, device type	Improve site performance, spot bugs, keep the bad actors out
Voice & transcripts	Audio you speak to our agents, text transcripts the AI produces	Deliver conversational AI, train models to respond better, provide playback history
Support conversations	Emails or chat logs with our team	Resolve issues, improve customer care
Cookies & similar tech	Small files stored on your browser (see Cookie Policy)	Remember preferences, measure traffic, personalize content

We do **not** sell your personal data. Ever.

3. How We Use Your Data

- **Run the service.** Authenticate you, route requests, and remember your settings.
- **Make the AI smarter.** We may review anonymized chunks of audio, text, and metadata to fine-tune our models.
- **Keep things secure.** Detect fraud, abuse, and intrusions.

- **Stay in touch.** Send critical updates or newsletters (unsubscribe anytime).
 - **Legal obligations.** Comply with laws, court orders, or regulatory requests.
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4. Legal Grounds for Processing

We rely on one or more of these bases, depending on context:

1. **Implied consent** – by using the site or speaking with an agent, you agree we can capture and process what you provide.
2. **Contract** – we need certain data to deliver the services you've asked for.
3. **Legitimate interests** – running a secure, useful platform and improving our AI.
4. **Legal duty** – when the law says we must.

You may withdraw consent at any time by closing your account or emailing us (see Section 9). This won't affect processing that already happened.

5. How Long We Keep It

- **Voice & transcripts:** up to **24 months** unless you request deletion sooner.
 - **Account records:** as long as you keep an account + 12 months.
 - **Legal/financial records:** 7 years (tax rules).
When data is no longer needed, we delete or fully anonymize it.
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6. Sharing & Transfers

We share data only with:

- **Trusted vendors** (cloud hosting, payment processors, analytic tools) under contracts that protect your info.
 - **Affiliates/subsidiaries** that follow this policy.
 - **Authorities** if legally required or to defend our rights.
If we transfer data outside your country, we rely on standard safeguards (e.g., EU Standard Contractual Clauses).
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7. Your Choices & Rights

Depending on your region, you can:

- **Access** a copy of your data
- **Correct** inaccurate info
- **Delete** data we no longer need
- **Export** data in a portable format
- **Opt out** of marketing emails
- **Object** to certain processing (where your local law allows)

Email privacy@powershiftintelligence.org to exercise these rights. We'll respond within 30 days.

8. Security

We use encryption in transit, role-based access controls, and regular audits. No system is 100 % perfect, so please let us know immediately if you spot a vulnerability.

9. Contact Us

Questions, concerns, or compliments?

Privacy Team

PowerShift Intelligence, LLC

Austin, TX 78701 USA

✉ privacy@powershiftintelligence.org

10. Changes to This Policy

If we make material changes, we'll post a clear notice (and email you if you have an account). Continued use after the update means you're cool with the new terms.
