

Privacy Policy for Molecule Climate Inc. dba Voicebridge Labs

Updated Feb. 3 2025

Introduction

Molecule Climate Inc. DBA Voicebridge Labs ("we," "us," "our," "Molecule Climate", or "Voicebridge") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our climate intelligence platform and related services (collectively, the "Service"). By accessing or using the Service, you agree to this Privacy Policy and our Terms of Service.

1. Information We Collect

We collect information in various ways, including directly from you, automatically through your use of the Service, and from third parties.

1.1 Information You Provide

- **Account Information:** When you create an account, we collect your name, email address, phone number, billing information, and other contact details.
- **User Content:** We collect the content you submit, post, or transmit through the Service, including reports, data uploads, messages, and other communications.

1.2 Information We Collect Automatically

- **Usage Data:** We collect information about your interactions with the Service, such as login activity, platform usage, and user engagement.
- **Device Data:** We collect information about the devices you use to access the Service, including IP address, browser type, operating system, and device identifiers.
- **Cookies and Tracking Technologies:** We use cookies, web beacons, and similar technologies to collect information about your use of the Service and enhance your experience.

1.3 Information from Third Parties

- **Third-Party Services:** If you connect our Service to third-party services (e.g., data integrations, analytics platforms), we may receive information about you from those services.

- **Business Partners and Affiliates:** We may receive information about you from our business partners and affiliates.

2. How We Use Your Information

We use the information we collect for various purposes, including:

- **To Provide and Maintain the Service:** Operating, maintaining, and improving the Service, including processing transactions and providing customer support.
- **To Communicate with You:** Sending updates, security alerts, and administrative messages.
- **To Personalize Your Experience:** Tailoring the content and information we provide to enhance your use of the Service.
- **For Analytics and Research:** Analyzing usage trends, diagnosing technical issues, and improving the Service.
- **To Enforce Our Terms and Policies:** Ensuring compliance with our Terms of Service and this Privacy Policy.
- **For Legal Compliance:** Meeting legal obligations and protecting rights, privacy, and security.

3. How We Share Your Information

We may share your information in the following circumstances:

- **With Service Providers:** Third-party vendors assisting with payment processing, data analysis, email delivery, hosting services, and customer support.
- **With Affiliates and Business Partners:** Sharing information with affiliates and business partners as described in this Privacy Policy.
- **In Business Transfers:** Sharing or transferring data in connection with mergers, acquisitions, or business transactions.
- **For Legal and Safety Purposes:** Disclosing information to comply with legal obligations or protect against fraud and security threats.
- **With Your Consent:** Sharing information for other purposes as disclosed to you with your consent.

4. Data Security

We implement reasonable security measures to protect your information. However, no transmission method or storage system is entirely secure, and we cannot guarantee absolute security.

5. Data Retention

We retain your information as long as necessary to provide the Service and fulfill the purposes described in this Privacy Policy. We may retain data longer to comply with legal obligations, resolve disputes, and enforce agreements.

6. Your Rights and Choices

6.1 Access and Update Your Information

You can access and update your account information by logging into your account settings or contacting us.

6.2 Opt-Out of Communications

You can opt out of promotional communications by following unsubscribe instructions in our emails. We may still send non-promotional messages related to your account.

6.3 Cookie Preferences

You can adjust your browser settings to refuse cookies. Some features of the Service may not function properly without them.

7. International Data Transfers

Your information may be transferred to and processed in countries with different data protection laws. By using the Service, you consent to such transfers.

8. Children's Privacy

The Service is not intended for children under 18. We do not knowingly collect personal information from children. If we discover such data, we will delete it.

9. Changes to This Privacy Policy

We may update this Privacy Policy periodically. We will notify you of changes by posting the updated policy and revising the effective date. Continued use of the Service constitutes acceptance of the updated policy.

10. Contact Us

If you have any questions about this Privacy Policy, please contact us at:

Molecule Climate Inc. dba Voicebridge Labs

hello@voicebridgeai.com