



## **Bakame AI Privacy Policy**

Last updated: November 2025

Bakame AI (“Bakame,” “we,” “our,” or “us”) provides voice-based and SMS-based learning tools designed for communities without reliable internet access. This Privacy Policy describes how we collect, use, and share information from or about users (“you”) when you use our phone, SMS, and online Services (the “Services”).

By using the Services, you agree to the practices described in this Privacy Policy

### **A. Information We Collect**

#### *Information You Provide*

Account Information: Name, phone number, school, organization, or other profile details you provide at signup or during onboarding.

Voice and SMS Data: We collect audio recordings, transcripts, and text messages generated when using the Bakame AI voice or SMS assistant.

Support Communications: Emails, feedback, or attachments you send to our support team.

#### *Information Collected Automatically*

Device and Network Data: Telecom carrier, approximate location (non-precise), call metadata, IP address (for dashboard users), and phone model information.

Usage Data: Interaction logs, call duration, lesson progress, and system analytics.

#### *Information From Third Parties*

We may receive information from service providers, analytics tools, and authentication partners.

### **B. How We Use Your Information**

We use personal data to:

- a) Provide and maintain our Services
- b) Deliver voice and SMS learning features
- c) Personalize lessons and track progress
- d) Improve model accuracy and safety
- e) Communicate with you

- f) Detect and prevent misuse
- g) Comply with legal obligations
- h) *De-identified or aggregate data may be used for any (ethical and lawful) purpose.*

### **C. How We Share Information**

#### *Service Providers (Subprocessors)*

We share data with trusted partners who process information on our behalf:

- a) Replit — development hosting & execution
- b) OpenAI — language model inference
- c) ElevenLabs — speech synthesis
- d) Twilio — telephony and SMS routing
- e) Supabase — authentication and database
- f) AWS — cloud infrastructure

Each provider follows strict confidentiality and security measures.

### **D. Organizational Partners**

For school or government deployments, authorized administrators may access student progress data according to pilot agreements.

### **E. Legal**

We may disclose information to comply with *legal* processes or to protect rights and safety.

### **F. Business Transfers**

If Bakame is involved in a merger, acquisition, or similar transaction, user data may be part of the transferred assets.

### **G. Your Rights**

Depending on your location, you may have rights to request access, correction, deletion, restriction, objection, portability, or withdrawal of consent.

Request these rights at: [privacy@bakame.ai](mailto:privacy@bakame.ai)

### **H. International Transfers**

Our Services are hosted primarily in the United States and may involve transfers to subprocessors operating in other countries.

### **I. Retention**

We retain personal data only as long as necessary for the Service unless law requires longer retention. Deletion requests are processed within 30 days.

#### **J. Security**

We use technical, organizational, and physical safeguards to protect information, but no system is perfectly secure.

#### **K. Children's Privacy**

Bakame AI is designed for users aged 13+ unless a school or government partner authorizes use by younger learners with appropriate consent.

#### **L. Changes to This Policy**

We may update this Privacy Policy from time to time. Updated versions will be posted with the new date.

#### **M. Contact**

Bakame AI — Privacy Team

Email: [privacy@bakame.ai](mailto:privacy@bakame.ai)