

HearMe - Privacy Policy

Last Updated: October 2025

Welcome to HearMe ("we", "our", or "us").

This Privacy Policy explains how HearMe collects, uses, stores, and protects your personal data when you use our platform, mobile app, or related services that enable emotional voice chat, voice cloning, and multilingual communication in Hindi and English.

1. Overview

HearMe helps people connect emotionally through voice. We allow users to clone voices (with consent), chat with emotional tone detection, and communicate in their language. We comply with Indian data protection laws and global standards.

2. Information We Collect

- Voice & Audio Data: Voice samples, chat recordings, emotional tone data.
- Text & Emotional Data: Messages, emotional metrics.
- Profile Info: Name, email, phone, preferences.
- Payment Info: UPI, Paytm, PhonePe, and card data.
- Technical Info: Device details, IP address, and logs.

3. How We Use Your Data

- Personalize emotional chat experiences.
- Create and store VoiceTwin or cloned voices.
- Process payments and subscriptions.
- Prevent fraud and maintain account security.

We do not sell or rent your data.

4. Third-Party Processors

We may share limited data with trusted partners:

- ElevenLabs (voice cloning)
- Deepgram / AssemblyAI (speech extraction)

- Google Translate API (language support)
- UPI, Paytm, PhonePe (payments)

5. User Control & Data Management

Users can delete their account, voice data, and cloned voices anytime. Data export or consent withdrawal is not supported. Deleted data is permanently erased within 30 days.

6. Data Retention

Data is retained as long as necessary for providing services or as required by law.

7. Children's Privacy

HearMe is not for users under 15 years. Data from such users is deleted immediately.

8. Data Security

We use encryption, AWS S3 secure storage, HTTPS/TLS, JWT authentication, and internal audit measures.

9. International Transfers

Data is stored in India. Third-party processors may operate globally under protection standards.

10. Updates

We may update this policy periodically. The latest version will be available in-app or on our website.

11. Contact

For privacy questions: support@hear.me | www.hear.me

Summary:

HearMe believes emotional connection should never compromise privacy. Your voice and emotions stay yours - private and protected.