

Synth AI Labs Inc. Privacy Policy

This privacy policy will explain how our organization uses the personal data we collect from you when you use our website.

Foreword

We at Synth AI Labs Inc. are committed to protecting the information that you share with us and explaining how we collect, process, and share that information online. When you use our services, you're trusting us with your information. We understand this is a big responsibility and work hard to protect your information and keep it secure.

We provide you with insight into the privacy practices employed here at Synth AI Labs Inc.

Background

This Policy provides an overview of how Synth AI Labs Inc.'s information of "data subjects" (hereinafter referred to as "You or your") personal data is collected, handled, and protected. In this policy, "we", "us" and "our" may refer to Synth AI Labs Inc. or its subsidiaries and affiliates.

Services Provided by Synth AI Labs Inc.

Synth AI Labs Inc. provides an AI voice agent platform for outbound, inbound, and web calls. Our platform enables businesses to deploy AI-powered voice agents that can handle customer interactions through various communication channels.

What data do we collect?

Synth AI Labs Inc. collects the following data:

- Personal identification information (Name & email address)
- Audio and call information
- We redact any personal information from our processing
- Any other type of personal data collected from auditors for auditing purposes will be obtained with the individual's consent.

No customer data is used to train AI models or used for anything else beyond providing our service.

How do we collect your data?

You or your employer directly provide Synth AI Labs Inc. with the data we intend to collect. We collect data and process data when you:

- Register online or avail of our products or services.

Synth AI Labs Inc. may also receive your data indirectly from the following sources:

- None

How will we use your data?

Synth AI Labs Inc. collects your data so that we can:

- Provide your service, and manage your account to provide the service.
- Email you with special offers on other products and services we think you might like.
- Email you with real-time alerts of your organization.

If you agree, Synth AI Labs Inc. will share your data with our partners who are also an essential part of the service we intend to provide.

How do we store your data? (If you are located in the EU)

Synth AI Labs Inc. securely stores your data at a Secure storage location in the US and India based on client request and needs. Synth AI Labs Inc. will keep your PII data for as long as our service is availed. Once this period has expired, we will delete your data by scrubbing off all PII within a month of Service Termination.

Marketing

Synth AI Labs Inc. would like to send you information about products and services of ours that we think you might like. If you no longer wish to be contacted for marketing purposes, you can drop us an email.

What are your data protection rights?

Synth AI Labs Inc. is committed to ensuring you can exercise your data protection rights. Depending on your location, you may be entitled to some or all of the following rights:

1. The right to access

- You have the right to request copies of your personal data we possess
- We will provide this information in a structured, commonly used, and machine-readable format
- Your request will include what personal data we collect, why we collect it, how we use it, who we share it with, and how long we retain it
- We will respond to your request within 45 days (or sooner depending on your jurisdiction)

2. The right to rectification (correction)

- You have the right to request that we correct any inaccurate information about you
- You may also request that we complete any incomplete information
- We will process valid correction requests within 45 days of verification

3. The right to erasure (deletion)

- You have the right to request that we delete your personal data, under certain conditions
- This may apply when the data is no longer necessary, when consent is withdrawn, or in other specific circumstances
- Some exceptions apply when data is required for legal obligations, public interest, or establishing/exercising/defending legal claims

4. The right to restrict processing

- You can request that we limit how we use your data, rather than deleting it entirely
- This may apply when you contest data accuracy, when processing is unlawful, or when we no longer need the data but you need it for legal claims

5. The right to data portability

- You can request to receive your personal data in a structured, commonly used, machine-readable format
- You have the right to transfer this data to another service provider where technically feasible

6. The right to object to processing

- You can object to our processing of your personal data, particularly for direct marketing
- Upon objection to marketing, we will cease processing your data for these purposes

7. The right to not be subject to automated decision-making

- You have the right not to be subject to decisions based solely on automated processing, including profiling, that produce legal or similarly significant effects
- We will ensure meaningful human intervention when such processing occurs

8. The right to non-discrimination

- You will not be discriminated against for exercising any of these privacy rights
- We will not deny services, charge different prices, or provide a different quality of service based on your privacy choices

How to exercise your rights:

1. Submit your request through our designated channels outlined in our privacy policy
2. Provide sufficient information to verify your identity
3. Clearly state which right(s) you wish to exercise

We will respond to all legitimate requests within 45 days and may extend this period by an additional 45 days when necessary, depending on the complexity of your request. We will inform you of any such extension within the initial 45-day period.

If you would like to exercise any of these rights, please contact our Data Protection Officer:

Email us at: suneel@infer.so

Call us: +917981414163

Data Protection Officer(DPO) and their responsibilities:

DPO Contact Info

- Name: Suneel Matham
- Email us at: suneel@infer.so
- Call us: +917981414163

DPO Roles and Responsibilities:

- Create, implement, and supervise the organization's privacy policies and processes, ensuring compliance with applicable data protection regulations.
- Ensure compliance with data protection laws and regulations.
- Act as the organization's primary point of contact for personal data processing issues.
- To ensure that the various audits are performed within the required time range.
- Conduct frequent audits to monitor data processing processes, identify risks, and conduct Data Protection Impact Assessments (DPIAs) to evaluate and reduce data protection risks.
- To ensure that the records of processing activities (RoPA) are completed whenever the organization collects and processes personal data.
- To inform and advise the organization and its personnel who process personal data on their obligations under the GDPR or local data protection regulations.
- Educate and train employees on data protection policies and practices, fostering a culture of awareness and compliance within the organization.
- DPO conducts risk assessments related to data processing activities and factors such as the nature, scope, circumstances, and purposes.
- To provide quick responses to individuals whose data is processed (workers, clients, or any other data subject) on any problems concerning the processing of their personal data and the exercise of their rights as outlined in the Regulation.

Consent Management

- **Obtaining Consent:**
 - Our privacy policy details transparently the purposes of data processing, the affirmative actions required for consent, and the granularity of choices, ensuring individuals have clear control over their data.
- **Modification of Consent:**

- Users can conveniently modify consent preferences through accessible settings, with notifications for changes, and comprehensive documentation maintained for all modifications.
- **Withdrawal of Consent:**
 - Clear instructions on withdrawing consent are provided in our privacy policy, ensuring no negative consequences, and a detailed record-keeping process is outlined for transparency and compliance.

Children's Privacy:

The site and our product are not intended for use by children, and Synth AI Labs Inc. does not knowingly collect personal information from anyone under 13 years of age. Product access is granted only to the employees of our client companies, assuming they are all above 18 years of age. In case of any exceptions, We collect it with parental consent.

What are cookies?

Cookies are text files placed on your computer to collect standard Internet log information and visitor behavior information. When you visit our websites, we may collect information from you automatically through cookies or similar technology. For further information, visit the cookie link (wiki).

How do we use cookies?

Synth AI Labs Inc. uses cookies to:

- Keep you signed in to our application
- Improve user experience on our platform
- Remember your preferences and settings
- Analyze how our website is used

Privacy policies of other websites

Synth AI Labs Inc. website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

Synth AI Labs Inc. keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 24th April 2025.

How to contact us?

If you have any questions about Synth AI Labs Inc.'s privacy policy or the data we hold on you or if you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: suneel@infer.so

Call us: +917981414163

How to contact the appropriate authority?

Should you wish to report a complaint or if you feel that Synth AI Labs Inc. has not addressed your concern satisfactorily, you may contact the Information Commissioner's Office.

ENFORCEMENT

We expect all employees to comply with this policy and any related policies, standards, processes, procedures, and guidelines. Failure and/or refusal to abide by this policy may be deemed a violation. Compliance with the policies will be a matter of periodic review by the Information security officer / Information Security Team. Any employee found to have violated this policy may be subject to disciplinary action, as deemed appropriate by management and Human Resources policies.

- **Monitoring:** The company employs appropriate technology solutions to monitor policy/ procedure compliance.
- **Self-Assessment:** The cofounders are required to conduct self-assessment within their areas of control to verify compliance with this policy/ procedure.

SPECIAL CIRCUMSTANCES AND EXCEPTIONS

All exceptions to this policy/ procedure will require a waiver explicitly approved by at least one of Synth AI Labs Inc.'s cofounders.