

Cluvo Privacy Policy

Effective Date: [August 10th, 2025]

Cluvo (“we,” “our,” “us”) is committed to protecting your privacy and ensuring your personal information is handled securely and responsibly. This Privacy Policy explains how we collect, use, and protect information when you use our services, including our website, web application, and integrations (collectively, the “Services”).

1. Information We Collect

a. Information You Provide to Us

- Account registration details (name, email address, password)
- Billing information (payment details, billing address)
- Any other information you choose to provide

b. Information We Collect Automatically

- Usage data (pages visited, features used, timestamps)
- Device and browser information (IP address, operating system, browser type)
- Cookies and similar tracking technologies

c. Information from Third-Party Integrations

When you connect Cluvo to third-party services (e.g., Zoom, HubSpot, Slack, Firebase, PineCone AI), we may collect and process information from those services, such as:

- Meeting metadata (meeting title, participants, timestamps)
- Call transcripts, audio, and related interaction data (if permission granted)
- CRM records (contact information, deal details)

2. How We Use Your Information

We use the information we collect to:

- Provide, operate, and improve our Services
- Enable real-time insights and automation during meetings
- Customize the user experience
- Communicate with you about updates, promotions, and support
- Ensure security, prevent fraud, and comply with legal obligations

3. How We Share Your Information

We do not sell your personal information. We may share your information only in the following cases:

- **With service providers** who assist in delivering our Services (e.g., hosting providers, analytics platforms)
- **With third-party integrations** you connect (e.g., Zoom, CRM systems)
- **For legal compliance** when required by law or to protect our rights, safety, or property

4. Data Retention

We retain personal information only for as long as necessary to fulfill the purposes outlined in this policy, unless a longer retention period is required by law.

5. Your Rights

Depending on your location, you may have rights to:

- Access, update, or delete your personal information
- Opt out of certain data processing
- Request a copy of your data

To exercise these rights, contact us at sales@cluvo.io.

6. Security

We implement reasonable technical and organizational measures to protect your information. However, no method of transmission or storage is 100% secure.

7. Cookies and Tracking

We use cookies and similar technologies to improve the user experience and analyze usage patterns. You can control cookies through your browser settings.

8. International Data Transfers

If you access our Services from outside the United States, your information may be transferred and stored in countries with different data protection laws.

9. Changes to This Policy

We may update this Privacy Policy from time to time. Changes will be posted with a revised "Effective Date."

10. Contact Us

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

Cluvo, Inc.

Email: sales@cluvo.io

Website: <https://cluvo.ai>