

PRIVACY POLICY

In case of concerns related to Privacy Policy or data protection, or GDPR, contact us anytime via email to support@krispcall.com or riskmanagement@krispcall.com.

Requests for data deletion should be submitted to riskmanagement@krispcall.com via email.

Introduction

Welcome to KrispCall. Our Privacy Policy governs your visit to Krispcall.com and explains how we collect, safeguard, and disclose information that results from your use of our Service. Here in this document, the terms like “us”, “we”, “KrispCall” refer to krispcall.com, and “you,” “your” refer to the customer/user.

At KrispCall, one of our main priorities is the privacy of our visitors. This Privacy Policy document contains information collected and recorded by KrispCall and how we use it. If you have additional questions or require more information about our Privacy Policy, do not hesitate to contact us.

How KrispCall Uses Your Personal Information

KrispCall uses your personal information in the following ways:

- If you have a KrispCall account to use our services, we process your personal information to provide those services, including assigning you a phone number, enabling calls and messages, providing customer support, and billing.
- If you visit our website without logging into an account, we process technical information about your visit to deliver and improve our website services.
- If you have shown interest in KrispCall or agreed to receive marketing communications, we process your information to send you announcements, updates, and marketing.
- If you contact our sales, support, or other teams, we process your information to communicate with you, provide assistance, and follow up.
- If we contact you by phone for support, sales, or other purposes, we process your number and any information you provide for those business purposes.

KrispCall collects personal information globally from customers, prospects, website visitors, and other contacts. We follow privacy laws wherever we operate, while aiming to protect your information to the highest standards. This Privacy Policy applies to all KrispCall services worldwide.

We need certain information to provide our services. If you do not provide the requested information, you may not be able to fully use our services.

1. How Do We Collect Your Personal Information?

We collect personal information that you voluntarily provide to us when you register on the website, express interest in obtaining information about us or our products and services when participating in activities, or otherwise when you contact us. The personal information we collect may include the following:

1.1 Information provided by you

The information that we collect from you depends on the activities/interactions while visiting our website. Some of the features/processes might require pre-registration. You may be asked for personal information like mobile number, email address, billing address, and credit card details during registration, and some personal documents while verifying KYC and phone number. The personal data may also include your geographical preference and company name.

When using our free tools, the information you provide is processed during your active session. However, this data is not stored on our servers and is discarded immediately after the session ends. We do not retain or store any data provided during the use of these tools.

1.2 Information from the third party

Sometimes we may collect your personal information from third parties and other sources like affiliate partners, Integrated Services, and advertisers. The information collected from the third parties is combined with the personal information collected through the services and treated as personal information as per this privacy policy.

1.3 Information collected automatically

We automatically collect certain information when you visit, use, or navigate the website. This information does not reveal your specific identity but may include device and usage information such as IP address, browser and device characteristics, operating system, language preferences, referring URLs, device name, country, location, information about how and when you use our website, and other technical information. This information is primarily needed to maintain the security and operation of our website and for our internal analytics and reporting purposes.

1.4 Information collected by clients

KrispCall has no direct access to the information collected by the clients from its customers. A client can easily store or upload the information of its customers. Every client is responsible for providing notice to its customers about the storage and usage of their personal data and how they are being used.

2. Why Do We Collect Your Personal Information?

We process your information for purposes based on legitimate business interests, fulfill our contract with you, comply with our legal obligations, and/or your consent. We indicate the specific processing grounds we rely on next to each purpose listed below.

2.1 Operations

We collect your personal information to provide our services to you. The sole purpose of collecting data is to improve, maintain, and operate different services for you. We communicate with you about our services and respond to your comments and inquiries to support the users. Additionally, your information may be utilized by our marketing and sales teams to ensure a seamless experience.

Please note that even after the cancellation or expiration of your account, you may receive emails from our sales and marketing teams. These communications are aimed at providing you with relevant updates, offers, and information about our services. If you wish to opt out of receiving such emails, you can do so by contacting our support team.

2.2 Request Feedback

We may use your information to request feedback and to contact you about your use of our website. We also use the collected information for the constant improvement of the services we provide. We analyze your preferences, usage trends, and improve our features following them.

This will let KrispCall terminate upon violations of any of these restrictions. Upon termination, your viewing rights will also be terminated, and you should destroy any downloaded materials in your possession, whether it is printed or in electronic format.

2.3 Analytics

We use the information collected from you to understand your behavior and improve our services, responding to user preferences. We use the information collected automatically from cookies to personalize our services according to user preferences and provide customized information. We use Google Analytics to understand user behavior and create a user navigation report. Google is an independent unit and has its own privacy policy. We do not use any user information to identify users.

3. Who Do We Disclose Your Data With?

We may share your personal information we collect with any third-party websites, given that you agree to all our terms and policies. We might share your information with our group companies,

third-party service providers, and partners who help us with data processing. Some general information you choose to make public, like your public profile, can be accessed by any visitor. We only share your personal information internally with our personnel and auditors, and externally with service providers working on our behalf.

We may also disclose information:

- To comply with legal requests from government agencies, public authorities, law enforcement, or other entities as required by law. This includes identity verification details if legally required for certain phone numbers.
- To meet national security, law enforcement, or other legal requirements.

We aim to minimize the sharing of your personal information, only disclosing it as needed for business purposes or as legally required. We ensure service providers protect your data.

We may share your personal information with the following:

3.1. Service Providers

We share your information with the integrated third parties whose services we use in our product, like chat features, analytics, hosting, and maintenance. These integrated service providers may use your information as part of providing better services for you. We do not disclose all your information to such third-party vendors. We limit access to your information and provide only the necessary information to them, and maintain the confidentiality of information. Below are the cases where we have to share your data with the authorized agencies:

- **Carrier Provider Documentation:** KrispCall may share specific information required by carrier providers to obtain a number. These documents are securely uploaded to the carrier provider's portal for number requests. Your data remains protected within both systems, utilizing secure protocols during data transfer. It's worth noting that the carrier providers we collaborate with are certified under the Privacy Shield framework.
- **Payment Details:** When it comes to payment information, our payment processing platform gathers details related to your card and payment. These details are kept exclusively within their system and are not shared externally. This platform provides an efficient way to monitor financial transactions. Importantly, the data related to your payment is safeguarded by our payment processing platform, ensuring it cannot be misused. Your payment details are handled with utmost care and security.

3.2. Business transfers

We may share or transfer your information in connection with or during negotiations of any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company. If our company merged with the other company or as part of a bankruptcy proceeding,

sale of assets, or any other financial transaction, we might share your information with the acquirer.

3.3. Legal process

We may share your information we collected if the law requires us to comply with a court order, judicial proceeding, or other legal process. We also reserve the right to share personal data or any other information we deem relevant or necessary to protect against fraud, misuse, and unlawful acts, claim our rights against third parties, and protect our legal rights and avoid the violation of the terms of service. We could disclose it to law enforcement, government agencies, courts, or other third parties in the following scenarios:

- When required by applicable laws or regulations.
- To exercise, establish, or defend our legal rights.
- To protect your vital interests or the vital interests of another person.

4. How Do We Protect Your Information?

At KrispCall, we're firmly committed to respecting your rights as outlined by the [DPA \(Data Processing Agreement\)](#). This means you have the **power to access, correct, or delete** your personal information in our hold. To exercise these rights, simply contact us via email to support@krispcall.com or riskmanagement@krispcall.com.

Additionally, we acknowledge your right to limit or object to the processing of your personal data, and you can also request the transfer of your data. If you ever receive marketing messages from us, remember that you can opt out by clicking the "unsubscribe" link.

Your consent matters. If we've collected and processed your personal data based on your consent, you have the freedom to withdraw it at any time. This won't affect the legality of processing prior to your withdrawal. Your data subject rights are paramount. Should you have questions or want to make use of your rights, don't hesitate to get in touch.

Here are a few steps and validations that we have taken in regards to protection of the personal data of users:

4.1 CCPA Privacy Rights (Do Not Sell My Personal Information)

Under the CCPA, among other rights, California consumers have the right to:

- Request that a business that collects a consumer's personal data disclose the categories and specific pieces of personal data that the business has collected about consumers.
- Request that a business sells a consumer's personal data, not sell a consumer's personal data.
- If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us.

4.2 Children's Information

Another part of our priority is adding protection for children while using the internet. We encourage parents and guardians to observe, participate in, and/or monitor and guide their online activity.

KrispCall does not knowingly collect any Personal Identifiable Information from children under the age of 13. If you think that your child provided this kind of information on our website, we strongly encourage you to contact us immediately, and we will make our best efforts to promptly remove such information from our records.

4.3 Online Privacy Policy Only

This Privacy Policy applies only to our online activities and is valid for visitors to our website regarding the information they shared and/or collected in KrispCall. This policy does not apply to any information collected offline or via channels other than this website.

4.4 Data Security and Protection of Sensitive Information

We are committed to protecting your personal and sensitive information. Sensitive data may include your name, contact information, payment details, call recordings, or identification documents. This data is protected through encryption, role-based access control, secure storage environments, regular security audits, and following industry standards, including GDPR, PCI DSS, and ISO 27001:2022 compliance.

We do not share sensitive data with third parties except where necessary to provide our services or comply with the law, and only with parties who are contractually obligated to maintain strict data protection standards.

More information regarding the data security can be found in our [Data Processing Agreement \(DPA\)](#).

5. User's Data Processing in KrispCall

Specifically, the following information is processed by KrispCall:

5.1 Data Processing of Visitors

A user is considered a visitor when they engage with our website or services without creating an account. As visitors explore our platform, we gather specific data to enhance their experience and understand their preferences. This includes information related to their device, visited pages, and activities tracked by cookies or similar tracking systems.

Specifically, we collect the following data from visitors:

- **IP Address:** We log the unique address associated with each device to understand broad geographic location and provide relevant content.

- **Device Details:** We gather device information, such as name, type, model, and identification number, to optimize compatibility and tailor the user experience.
- **Browser Information:** We capture browser type and version to ensure seamless navigation and presentation.
- **Geographic Location:** We analyze broad geographic data to customize content and improve regional relevance.
- **Tracking Activities:** We employ cookies or similar tracking systems to monitor visitor activities, enhancing our services and personalizing interactions.

During your active session, the data you provide is processed solely to deliver the intended functionality of the free tools. The data is used exclusively for this purpose and is not shared, repurposed, or stored beyond the session. Once the session ends, all data is discarded and is not retained.

Cookies and similar tracking technologies are used by KrispCall to determine interests and provide services accordingly to our site visitors and users. The collected information is not related to personally identifiable data in any way. Users also get an option to set themselves anonymous by disabling all the related toggles. To learn more about cookie implementation and the protection of collected information, please visit our [Cookie Policy](#) page.

5.2 Data Processing of Customers

For our valued current customers – those who have recently signed up or are already enjoying our services – we recognize the significance of your continued journey with KrispCall. This segment represents individuals and organizations who are actively engaged with our platform, and we want to assure you that your privacy remains paramount.

In relation to current customers, we may collect different personal and organizational information to ensure a seamless experience. More information on data categories, processing period, and legal basis for data processing can be found in our [Data Processing Agreement \(DPA\)](#).

KrispCall may require users to complete Know Your Customer (KYC) verification due to service limitations or regulatory compliance obligations. For basic identity verification (KYC), users may submit supporting documentation directly to KrispCall, with such documentation being stored in association with the user's designated workspace. For Selfie KYC, users are directed to Veriff, a third-party service provider that operates independently. The personal data processed by Veriff is managed separately and governed by Veriff's privacy policy.

5.3 Data Processing in the Integration Service

By enabling an Integration, you grant KrispCall permission to access and store your name, email address(es), profile picture URL, contact information, and any other data the integrated service provides. KrispCall may share or use customer data with the third-party provider as needed and outlined in our Privacy Policy.

To control what information is shared with KrispCall, please review and adjust your privacy settings on each integrated service. We also recommend carefully reading the terms of use and privacy policies of any integrated service before linking it to KrispCall.

KrispCall's integration with Google Contacts adheres strictly to Google's Workspace API use policies to ensure responsible and secure data handling. KrispCall does not use or transfer Workspace user data to train, improve, or develop non-personalized AI or machine learning models. We maintain transparency in data usage through our privacy practices, aligning with Google's core principles of user control and protection.

Data Retention

We retain your personal information only as long as necessary to provide our services, comply with legal obligations, resolve disputes, and enforce our agreements. Below are specific retention practices:

- **Workspace and Data:**

- All phone number-related data of an active user, including but not limited to call logs, SMS logs, recordings, voicemails, transcripts, and other number-related data, shall be retained for a period of one year only.
- If your workspace subscription is not renewed, your workspace status changes to Expired.
- In case of account expiry, data within that workspace will be deleted automatically **15 days after expiry**, and data related to non-VoIP numbers will be deleted within **2 days of expiry** of the workspace or non-VoIP number subscription (whichever comes first).
- After the workspace expires, any empty workspaces may be retained in our records for administrative purposes for up to one year before being permanently deleted.
- In the event of number deletion, whether due to account deletion, expiration, or any other reason, all phone number-associated data, including but not limited to logs, activity records, recordings, transcripts, and other information, will be permanently deleted and cannot be recovered or restored.

- **Subscription Cancellations:**

- If you or we cancel your workspace subscription, all associated data, including numbers, contacts, call logs, and SMS logs, will be deleted on the **next billing date**.

- **Fraud Prevention:**

- In cases of fraudulent activity, your account and numbers may be permanently suspended without prior notice.

- We are not liable for any resulting data loss from such suspensions.
- **Free Tools:**
 - Any data you enter into our free tools is processed only during your active session.
 - This data is **not stored** on our servers and is permanently discarded once your session ends.
 - Deletion requests are not applicable as no data remains after the session.

If you have questions about our data retention practices, please contact us at riskmanagement@krispcall.com.

Links to Other Websites

The KrispCall website may contain links to partner, advertiser, or affiliate websites. These third-party sites have their own privacy policies, and KrispCall is not responsible for their use of your personal data. We recommend checking their privacy policies before visiting third-party sites.

De-Identified Information

Your information, including Personal Data, may be transferred to and maintained on computers located outside of your state, province, country, or other governmental jurisdiction where the data protection laws may differ from those of your jurisdiction.

If you are located outside the United States and choose to provide information to us, please note that we transfer the data, including Personal Data, to the United States and process it there.

Your consent to this Privacy Policy, followed by your submission of such information, represents your agreement to that transfer.

KrispCall will take all the steps reasonably necessary to ensure that your data is treated securely and following this Privacy Policy, and no transfer of your Personal Data will take place to an organization or a country unless there are adequate controls in place, including the security of your data and other personal information.

Changes to this Policy

KrispCall may update this Privacy Policy from time to time. If you don't agree with the changes, you should stop using our services or visiting our website.

Updated policies take effect when posted on our website.

For new processing requiring consent, we will obtain your consent before processing the data.

Communication Channels:

At Krispcall, we use the following channels for official communication with our customers:

- a) Email: We use domains @krispcall.com, @krispcallmail.com and @krispcallsales.com for official email communication.
- b) Website: Our official website is krispcall.com
- c) Ticketing System: We use Zendesk for ticket creation and management.
- d) Online Chat: We use Crispchat and WhatsApp for our online chat support.

Any data shared through these channels is processed in accordance with this Privacy Policy.

Please note that Zendesk, Crispchat, and WhatsApp are third-party services, and interactions through these platforms are also subject to their respective privacy policies.

For your security, be cautious of communications from sources not listed above claiming to be Krispcall. If you're unsure about the authenticity of a communication, please contact our support team through our official website.

KrispCall reserves the right to update these communication channels and will notify users of any changes through the existing official channels.

Opt-Out, Communication Preferences

- **Email and Text Messages:** You may modify your communication preferences and/or opt out of specific communications at any time. Users who receive marketing messages can opt out at any time by clicking the unsubscribe link in the emails we send or by contacting us directly. Please note that you cannot unsubscribe from administration messages, as we may still need to send you essential service-related emails for account management, billing, updates, security alerts, legal compliance, and customer support. Please specify and adjust your preferences.
- **Cookies and Other Technologies:** Most web browsers are set to accept cookies by default. If you prefer, you can usually configure your browser to remove or reject cookies. Be aware that removing or rejecting cookies might affect certain features or services on our website.

Do-Not-Track

Most web browsers and some mobile operating systems and mobile applications include a Do-Not-Track feature or setting you can activate to signal your privacy preference not to have data about your online browsing activities monitored and collected. At this stage, no uniform technology standard for recognizing and implementing DNT signals has been finalized. As such, we do not currently respond to DNT browser signals or any other mechanism that automatically communicates your choice not to be tracked online. If a standard for online tracking is adopted that we must follow in the future, we will inform you about that practice in a revised version of this privacy notice.

Feedback

At KrispCall, we value the feedback and experiences shared by our customers through reviews on third-party platforms like Trustpilot, G2, or any verified KrispCall profiles, as well as testimonials and customer success stories submitted on our platform.

By submitting a review or testimonial, you grant KrispCall the right to use your feedback, including your review, name, photo, position, and other details, for marketing purposes. This includes but is not limited to displaying your review on our website, social media channels, advertising campaigns, and other promotional materials.

If you would like to opt out of having your review or testimonial included in our promotional materials, or if you wish to update or remove it, please contact us at riskmanagement@krispcall.com.

Consent

BY USING OUR WEBSITE, YOU HEREBY CONSENT TO OUR PRIVACY POLICY AND AGREE TO ITS TERMS AND CONDITIONS.

IN CASE YOU DO NOT AGREE TO ANY OF THE POLICIES MENTIONED, KINDLY CONTACT US OR LEAVE THE KRISPCALL PLATFORM.