

Nocona Automated Solutions LLC (“we”, “our”, or “us”) provides automated communication and scheduling services for service-based businesses.

This Privacy Policy explains how we collect, use, and protect information when our customers use our services.

## Information We Collect

We may collect the following types of information:

- Customer contact information (such as name, phone number, and email)
- Business communication data (such as call transcripts and SMS messages)
- Appointment and scheduling information
- Technical and usage data related to system performance

## How We Use Information

- Provide automated call answering and scheduling services
- Generate call transcripts, summaries, and notifications
- Send and receive SMS messages as directed by our customers
- Improve system performance, reliability, and functionality

## How Information Is Processed

We use third-party service providers to deliver our services, including:

- Cloud telephony providers (such as Twilio) for voice and SMS communications
- Artificial Intelligence service providers (such as OpenAI) for generating summaries and responses
- Cloud infrastructure providers (such as Google Cloud) for hosting and processing services

These providers process data only as necessary to deliver core functionality.

## Data Ownership

All customer communication data processed through our services belongs to the business customer using our platform. We process such data solely as a service provider acting on behalf of our customers.

## Data Retention

We retain communication data only for as long as necessary to provide services and support system functionality. Certain data may be temporarily processed and then deleted as part of normal system operations.

#### Data Sharing

We do not sell personal data. We only share information with third-party service providers as necessary to operate and deliver the platform.

#### Security

We maintain administrative, technical, and organizational safeguards designed to protect information and reduce the risk of unauthorized access or disclosure.

#### Contact Us

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

[support@noconaautomated.com](mailto:support@noconaautomated.com)