

POLYNEX AI

Polithos Solutions LLC d/b/a Polynex AI

PRIVACY POLICY

Effective Date: July 29, 2026 | Applies to: polynex.ai and app.polithossolutions.com

1. Introduction

Polithos Solutions LLC, an Illinois limited liability company doing business as Polynex AI ("Polynex AI," "we," "us," or "our"), is committed to protecting the privacy of individuals who visit our websites and use our services. This Privacy Policy describes how we collect, use, disclose, and protect information in connection with polynex.ai, app.polynex.ai, and all other subdomains and services operated by Polynex AI (collectively, the "Service").

This Privacy Policy applies to: (1) roofing contractors and other businesses who subscribe to and use the Platform ("Clients"); (2) callers and homeowners who interact with our AI voice agents on behalf of Clients ("Callers"); and (3) visitors to polynex.ai and app.polynex.ai.

By using the Service, you agree to the collection and use of information in accordance with this Privacy Policy.

2. Information We Collect

2.1 Information Clients Provide. When you register for the Service, we collect:

- Name, email address, and password
- Business name, business address, and phone number
- Billing information (processed by Stripe — we do not store full payment card numbers)
- Configuration data including service ZIP codes, company settings, and calendar credentials

2.2 Information Collected from Calls. When Aria answers or places a call on behalf of a Client, we collect:

- Voice recordings of telephone conversations
- Transcripts of conversations generated by AI
- Caller telephone numbers (from the telephone network)
- Lead information extracted from conversations, including names, addresses, service requests, and insurance details
- Appointment booking data
- Call metadata, including duration, timestamps, and outcome

2.3 Automatically Collected Information. When you visit polynex.ai or app.polynex.ai, we automatically collect:

- IP address and device identifiers
- Browser type, operating system, and referring URLs
- Pages visited, time on page, and navigation patterns
- Cookies and similar tracking technologies (see Section 9)

2.4 Information from Third-Party Integrations. If you connect third-party services (e.g., Cal.com, CRM platforms), we may receive data from those services as necessary to provide the Service.

3. How We Use Information

We use the information we collect to:

- Provide, operate, maintain, and improve the Service
- Process and manage Client accounts and subscriptions
- Enable AI voice agents to conduct calls and capture lead information on behalf of Clients
- Generate transcripts, analytics, and dashboard data for Clients
- Process payments and send billing communications
- Send transactional emails including appointment confirmations and service notices
- Detect, investigate, and prevent fraud, abuse, and security incidents
- Comply with legal obligations and respond to lawful requests
- Improve and develop our AI services using aggregated, de-identified data

AI Training Restriction: We will not use Client call recordings, transcripts, or Caller personal data to train AI models operated by third parties without explicit written consent. Aggregated, de-identified usage metrics may be used to improve Polynex AI's own platform.

4. Voice Data and Biometric Information

4.1 Illinois Biometric Information Privacy Act (BIPA). Voice recordings processed through the Service may constitute biometric identifiers or biometric information under BIPA (740 ILCS 14) when calls involve Illinois residents or are processed in Illinois.

In compliance with BIPA, Polynex AI:

- Collects voice data solely for the purpose of providing the AI voice receptionist service
- Does not sell, lease, trade, or profit from biometric identifiers or biometric information
- Implements reasonable security measures to protect biometric data
- Retains voice recordings for a period not to exceed three (3) years from the date of the call, after which recordings are permanently deleted unless a longer retention period is required by law

Clients who use the Platform are responsible for providing any disclosures and obtaining any required consents from their Callers under BIPA or any similar state law before processing Caller voice data through the Service.

4.2 Caller Disclosures. Aria announces at the start of each inbound call: "This call may be recorded for quality purposes." Clients are responsible for ensuring this disclosure satisfies all applicable legal requirements in the jurisdictions where they operate.

5. Disclosure of Information

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

5.1 Service Providers. We share information with trusted third-party service providers who assist us in operating the Service, including:

- ElevenLabs, Inc. — AI voice synthesis and conversation management
- Twilio Inc. — Telephone communications infrastructure
- Supabase, Inc. — Database hosting and storage
- Anthropic, PBC — AI language model services
- Cal.com — Appointment scheduling
- Stripe, Inc. — Payment processing
- Vercel, Inc. — Web hosting and deployment

These providers are contractually obligated to use your information only as necessary to provide their services to us and in accordance with applicable privacy laws.

5.2 Clients and Their Data. Call recordings, transcripts, and lead data collected on behalf of a Client are accessible to that Client through their dashboard. Callers' personal information is shared with the Client for whom the call was answered.

5.3 Legal Compliance. We may disclose information if required by law, regulation, court order, or governmental request, or if we reasonably believe disclosure is necessary to protect the rights, property, or safety of Polynex AI, its clients, or the public.

5.4 Business Transfers. In the event of a merger, acquisition, or sale of all or substantially all of our assets, your information may be transferred to the acquiring entity, subject to the same protections described in this Privacy Policy.

6. Data Retention

We retain information for as long as necessary to provide the Service and fulfill the purposes described in this Privacy Policy:

- Account information: Retained for the duration of the subscription plus thirty (30) days following termination, then deleted
- Call recordings and transcripts: Retained for a maximum of three (3) years from the date of the call, or as required by law
- Lead and appointment data: Retained for the duration of the Client subscription plus thirty (30) days
- Billing records: Retained for seven (7) years as required by applicable tax and financial regulations
- Voice/biometric data: Retained for no more than three (3) years per BIPA requirements

7. Data Security

We implement reasonable administrative, technical, and physical safeguards designed to protect your information from unauthorized access, use, disclosure, alteration, or destruction. These measures include:

- Encryption of data in transit using TLS/HTTPS
- Encryption of data at rest in our database systems
- Access controls and authentication requirements for internal systems
- Regular security reviews and monitoring

No method of transmission over the Internet or electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your information, we cannot guarantee absolute security.

8. GDPR and International Data Transfers

8.1 European Users. If you are located in the European Economic Area (EEA), United Kingdom, or Switzerland, the General Data Protection Regulation (GDPR) or applicable local data protection law may apply to our processing of your personal data.

Our legal bases for processing personal data under GDPR include:

- Contract performance — to provide the Service you have subscribed to
- Legitimate interests — for fraud prevention, security, and service improvement
- Legal obligation — to comply with applicable laws
- Consent — where you have provided explicit consent

8.2 Data Subject Rights. If GDPR applies to your situation, you have the right to: access your personal data, correct inaccurate data, request deletion ("right to be forgotten"), restrict processing, data portability, and object to processing. To exercise these rights, contact us at legal@polithossolutions.com.

8.3 International Transfers. Polynex AI is based in the United States. If you are located outside the United States, your information will be transferred to and processed in the United States. We rely on applicable transfer mechanisms (such as Standard Contractual Clauses where required) to facilitate international transfers in compliance with applicable law.

9. Cookies and Tracking Technologies

polynex.ai and app.polynex.ai use cookies and similar technologies to:

- Maintain session state and authentication on app.polithossolutions.com
- Analyze website traffic and usage patterns
- Remember your preferences

You can control cookies through your browser settings. Disabling cookies may affect the functionality of app.polynex.ai. We do not use cookies for targeted advertising purposes.

10. Children's Privacy

The Service is not directed to individuals under the age of 18. We do not knowingly collect personal information from children under 18. If we become aware that we have collected such information, we will take steps to delete it promptly.

11. California Privacy Rights

If you are a California resident, the California Consumer Privacy Act (CCPA) and California Privacy Rights Act (CPRA) may provide you with additional rights, including the right to know what personal information we collect, the right to delete personal information, the right to opt out of the sale of personal information (we do not sell personal information), and the right to non-discrimination for exercising your privacy rights. To submit a California privacy request, contact us at legal@polithossolutions.com.

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of material changes by posting the updated policy at polynex.ai/privacy and app.polynex.ai/privacy and, where appropriate, by sending an email notice to the address associated with your account. The "Effective Date" at the top of this policy indicates when it was last revised. Your continued use of the Service after the effective date constitutes acceptance of the revised Privacy Policy.

13. Contact Us

If you have questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact:

Polithos Solutions LLC d/b/a Polynex AI

Attn: Privacy Officer

Email: legal@polithossolutions.com

Website: polithossolutions.com