



PhonePick

Security & privacy

Your customers' calls stay your business.

PhonePick answers your phone, so it hears what your customers tell you. Here is where that goes, who can see it, and what we'll never do with it. It also lists what we haven't done yet, because you should hear that from us.

WHAT WE NEVER DO WITH IT

- ✗ **Sell it.**
Not your data, not your callers' names or numbers.
- ✗ **Use it for advertising.**
We run no ad tracking of any kind.
- ✗ **Train AI on it.**
Not us, Anthropic, or ElevenLabs (since 7 Oct 2026), whose AI handles your calls.
- ✗ **Share it beyond the providers below,**
unless the law requires it.

How your data is protected

● Locked down

- **Encrypted** in transit and at rest, on Google Cloud.
- **Walled off by business.** Every record is tied to its own business's login; one account can't read another's.
- **Records can't be forged.** Calls, messages and consent records are written by our servers only.
- **Two-step sign-in** with an authenticator app on any account; required for clinics and insurers.
- **Card numbers never reach us.** Stripe takes every payment.

● Up front with callers

- Every call opens by telling the caller it's **an AI and that the call is recorded.**
- **"Don't call me again"** puts the number on your do-not-call list on the spot, for good.
- Texting **STOP** opts a number out at once.
- **Sales calls need consent.** No consent record on file, no call.
- Callers can ask for a **copy, correction or deletion** of what they said.

● Yours to keep or delete

- Your calls, transcripts, messages and contacts **belong to you.** Export them any time.
- **Delete any recording** on request, any time.
- **Close your account** and its data is deleted within 90 days, apart from what we must keep for tax or legal reasons.
- **No analytics inside the app.** Website analytics never load once you sign in.

Who else handles it · every company that touches your data, with its own independent audits

PROVIDER	WHAT IT DOES	AUDITED FOR
Google Cloud (Firebase)	Hosting, sign-in, the database and file storage, in the United States	SOC 2 ISO 27001
Twilio	Carries the phone calls and text messages	SOC 2 Type 2 ISO 27001
ElevenLabs	Runs the live voice conversation: hears the caller and speaks the replies	SOC 2 Type 2 ISO 27001
Anthropic (Claude)	Understands what callers say and decides what to say back	SOC 2 Type 2 ISO 27001
Stripe	Subscriptions, deposits and invoice payments	PCI DSS Level 1
Resend	Sends the notification emails	SOC 2 Type 2

Clover or Square only if you connect your till. Certifications are each provider's own, from its trust page; links at phonepick.ai/security.

Straight answers · to what people ask us most

PhonePick hasn't had its own SOC 2 audit. We're a small Ontario company. Instead, we name every company that touches your data and show you how it moves.

PHIPA compliant for Ontario practices: we act as your agent under PHIPA, keep no call audio, send no patient details by text or email, and require two-step sign-in. **Not HIPAA compliant** (no BAA).

Your data is stored and processed in the United States, not in Canada, by the providers above.

No system is perfect. If something goes wrong, we'll tell the customers affected, promptly.

ElevenLabs keeps its own copy of each call's recording and transcript. For clinics and insurers we delete it once the call is written up.

Hear it for yourself. Call Nina, our own AI receptionist, on (249) 496-5966. Her greeting tells you she's an AI and the call is recorded.

Questions about your data? We'll answer them.

Email support@phonepick.ai · More at phonepick.ai/security and phonepick.ai/privacy

phonepick.ai

Ted Kam Consulting Ltd, Ontario, Canada

October 2026