HOW WE HANDLE INFORMATION

Privacy *Policy*

Effective October 2026. Version 1.0.

01 Who we are and scope

This policy explains how Vexora AI ("Vexora", "we", "us") collects, uses and protects personal information when you visit vexoraai.ca, contact us, or use our services. We are based in Ontario, Canada, and we follow applicable Canadian privacy law, including the Personal Information Protection and Electronic Documents Act (PIPEDA).

02 Information we collect

From visitors and prospects: your name, email, phone number, business name and the details you send us, plus basic website analytics such as pages viewed, device type and approximate location.

From clients: business and billing details, account access we need to deliver services, brand assets and communications with us.

From our clients' customers: when our tools handle calls, texts, emails or bookings for a client, they may process caller names, phone numbers, messages, call summaries and appointment details.

03 How we use it

To respond to enquiries, deliver and support the services, bill clients, improve our products, keep our systems secure, and meet legal obligations. We send marketing messages only with consent, and you can withdraw consent at any time.

04 Our role for client data

For information about a client's own customers, the client decides why and how it is used and Vexora acts as its service provider. We use that data only to provide the services, and we do not sell it or use it to market our own services to those customers.

05 Sharing

We share information only with service providers that help us operate, such as telephony, messaging, calendar, hosting, payment, analytics and AI providers, and only as needed for those purposes. We may also disclose information where the law requires, or to protect rights and safety. We never sell personal information.

06 AI processing

Our receptionist and automation tools use AI to understand and respond to calls and messages and to write summaries. Information handled this way is processed by our AI and infrastructure providers under agreements that limit their use of it to providing the service.

07 Retention

We keep information only as long as needed for the purposes above or as the law requires. When a client agreement ends, we export the client's data on request and delete or return it within 30 days, except where we must keep records by law.

08 Security

We use reasonable administrative, technical and physical safeguards, including access controls and encrypted connections. No system is perfectly secure, and if a breach creates a real risk of significant harm, we will notify affected parties and the regulator as the law requires.

09 Your choices and rights

You may ask to see the personal information we hold about you, correct it, or withdraw consent, subject to legal limits. If your information is held for one of our clients, we may refer your request to that business. Email team@vexoraai.ca and we will respond within 30 days.

10 Cookies and analytics

Our website may use cookies and similar tools to remember preferences and understand traffic. You can control cookies in your browser settings.

11 Storage outside Canada

Some providers store or process data outside Canada, where local laws may differ. We take steps to ensure comparable protection through our agreements.

12 Children

Our services are for businesses and are not directed at children. We do not knowingly collect personal information from children.

13 Changes and contact

We may update this policy and will post the new version with its date. Questions or complaints: Vexora AI, team@vexoraai.ca . You may also contact the Office of the Privacy Commissioner of Canada.