



SyncSense AI CRM

Privacy Policy

Effective date: July 16, 2026

Last updated: July 16, 2026

SulcusGroove Designs LLC, doing business as SyncSense AI (“SyncSense AI”, “we”, “us”, “our”), operates the SyncSense AI CRM platform at <https://syncsense.app>. This Privacy Policy explains how we collect, use, and protect your information when you use SyncSense AI CRM.

By using the CRM Service, you agree to the practices described in this Policy. If you do not agree, please do not use the Service.

1. Information We Collect

We collect the following types of information:

- **Account Information:** Name, email address, and authentication details (via Google or Microsoft).
- **Calendar Data:** Read-only access to Google Calendar or Outlook events (for scheduling context within CRM).
- **CRM Data:** Contacts, pipeline information, expenses, invoices, notes, and AI-generated drafts you create or upload.
- **Usage Data:** How you interact with the Service (features used, AI queries, etc.).
- **Uploaded Content:** Screenshots, images, or documents you voluntarily upload for AI analysis.

We do not collect or process HIPAA-protected health information or legally privileged attorney-client communications. Do not upload such data.

2. How We Use Your Information

We use your information to: - Provide, maintain, and improve the CRM Service (contacts, pipeline, AI drafting, etc.). - Deliver AI-powered features (e.g., email drafting, analysis). - Detect and resolve scheduling conflicts where relevant. - Communicate with you about the Service. - Comply with legal obligations.

3. Sharing and Disclosure

We **do not sell** your personal information.

We may share data only in these limited cases: - With third-party AI providers (e.g., Anthropic) solely to process your requests. - With service providers (e.g., Stripe for billing) under strict confidentiality. - If required by law or to protect rights and safety.

Google user data received via APIs is used only for providing requested features and adheres to Google's API Services User Data Policy.

4. Data Security

We implement reasonable administrative, technical, and physical safeguards, including encryption, to protect your data. However, no system is completely secure.

5. Data Retention and Deletion

We retain your data as long as your account is active or as needed to provide the Service. You may request deletion of your account and associated data at any time by contacting support@sulcusgroovedesigns.com. We will delete it within a reasonable period, except where retention is required by law.

6. Your Rights

You may: - Access, correct, or delete your information. - Revoke calendar/calendar access via Google/Microsoft settings. - Opt out of non-essential communications.

7. Children's Privacy

The Service is not intended for users under 18.

8. International Transfers

Data may be processed in the United States and other countries.

9. Changes to This Policy

We may update this Privacy Policy. Material changes will be notified via the Service or email.

10. Contact Us

For questions, data deletion requests, or concerns:

Email: support@sulcusgroovedesigns.com

SulcusGroove Designs LLC
doing business as SyncSense AI

By using SyncSense AI CRM, you acknowledge that you have read and understood this Privacy Policy.