



SyncSense AI

Privacy Policy

Effective date: June 23, 2026

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Quick summary: We do not sell your data. We do not display advertising. Your Google and Outlook data is processed in your browser and sent to AI providers only to deliver features you explicitly use. You can delete your account and data at any time.

1. Who We Are

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

This policy applies to all users of the Service, including visitors, registered users, and paying subscribers. For questions about this policy, contact us at support@sulcusgroovedesigns.com.

2. Information We Collect

2.1 Information You Provide Directly

- **Account information:** When you sign in with Google, we receive your name, email address, and profile picture from Google's user info API. We do not ask you to create a separate username or password.
- **Payment information:** When you subscribe to a paid plan, payment is processed by Stripe, Inc. We receive a Stripe customer ID and subscription status. We do not receive or store your full credit card number, CVV, or billing address — these are handled entirely by Stripe.

- **Communications:** If you contact us by email or through support channels, we retain those communications to respond to your inquiry and improve the Service.

2.2 Information Collected Automatically

- **Usage data:** We collect information about how you use the Service, including which features you access, scan counts, plan tier, and session timestamps. This data is used for analytics, billing enforcement (e.g., daily scan limits), and service improvement.
- **Device and browser information:** We may collect your browser type, operating system, and general geographic region (country/region level, derived from IP address) for security and analytics purposes.
- **Log data:** Our servers generate logs that may include your IP address, browser user agent, pages visited within the Service, error events, and API call metadata. Logs are retained for up to 90 days.
- **Cookies and local storage:** We use browser local storage to persist your plan selection. We use session storage for OAuth tokens. We do not use advertising cookies or third-party tracking pixels.

2.3 Information from Google APIs

When you connect your Google account, we access the following data through Google's APIs on your behalf:

- **Google Calendar:** Event titles, start/end times, locations, attendee counts, and recurrence patterns for events in your primary calendar.
- **Google Profile:** Your name, email address, and profile photo from your Google account.

This data is fetched from Google's servers in real time when you use the Service. It is processed in your browser and transmitted to AI providers (see Section 4) only when you explicitly trigger an AI feature. It is not stored on SyncSense AI servers beyond the duration of your browser session.

2.4 Screen Capture Data

When you use the Screen Capture feature, your browser captures video frames from a window or screen you choose to share. These frames are:

- Processed entirely within your browser
- Sent directly from your browser to Anthropic's API over an encrypted HTTPS connection for AI analysis
- Not stored on, transmitted to, or retained by SyncSense AI servers
- Discarded by Anthropic after processing in accordance with their data retention policy

SyncSense AI never receives or stores your screen capture frames. You control screen sharing at all times and can stop it immediately using your browser's controls.

3. How We Use Your Information

We use the information we collect for the following purposes:

- **Providing the Service:** To authenticate you, display your calendar and email data, enforce subscription limits, and deliver AI-powered features.
- **Billing and account management:** To process payments via Stripe, enforce plan-based access controls, send receipts and renewal reminders, and manage subscription changes.
- **Product analytics:** To understand how features are used, identify bugs, measure adoption, and prioritize improvements. Analytics are aggregated and do not identify individual users in reports.
- **Security and fraud prevention:** To detect unauthorized access, prevent abuse of the Service, and protect the integrity of user accounts.
- **Customer support:** To respond to your inquiries, troubleshoot issues, and communicate Service updates.
- **Legal compliance:** To comply with applicable laws, respond to lawful government requests, and enforce our Terms of Service.
- **Service improvement:** Aggregated, de-identified usage patterns may be used to improve the Service. We do not use your individual Google data, email content, or scan results to train AI models.

4. AI Processing and Third-Party AI Providers

4.1 Anthropic (Claude AI)

AI features of the Service are powered by Claude, provided by Anthropic, PBC ("Anthropic"). When you use AI Scan, Quick Upload, Screen Capture analysis, or Ask AI, or any other feature, the content you submit (message text, screenshots, or screen frames) is sent to Anthropic's API for processing.

Anthropic's handling of your data is governed by their Privacy Policy and API usage policies, available at anthropic.com/privacy. Key points regarding Anthropic's data practices:

- API inputs and outputs are not used to train Anthropic's models by default (subject to Anthropic's current policies, which may change).
- Anthropic may retain API request data for a limited period for safety monitoring and abuse prevention..

We encourage you to review Anthropic's Privacy Policy to understand their data practices fully.

4.2 What Is Sent to AI Providers

Only content you explicitly submit for AI analysis is sent to Anthropic. This includes:

- Text you paste into AI Scan or the SMS tab Quick Upload
- Screenshots you upload or paste into Quick Upload
- Screen frames captured during a Screen Capture session
- Chat messages you send in Ask AI
- Any feature on service that requires AI Analysis
- Email subjects, senders, and snippets included as context for AI features
- Calendar event titles and times included as context for AI features

We do not proactively send your Google data to AI providers. Data is sent to AI providers only in response to your explicit actions within the Service.

5. How We Share Your Information

We do not sell, rent, or trade your personal information. We share your information only in the following circumstances:

5.1 Service Providers

We share information with third-party vendors who help us operate the Service:

- **Stripe:** Payment processing. Stripe receives your payment card information, email, and billing details directly. We receive only a customer ID and subscription status. Stripe's Privacy Policy governs their use of your data.
- **Anthropic:** AI processing. Content you submit for AI analysis is sent to Anthropic as described in Section 4. Anthropic's Privacy Policy governs their use of your data.
- **Google:** Authentication and data source. Google's Privacy Policy and Google API Services User Data Policy govern your relationship with Google.
- **Outlook:** Authentication and data source. Microsoft's Privacy Statement and Microsoft API Terms of Use govern your relationship with Microsoft.

5.2 Legal Requirements

We may disclose your information if required by law, court order, or governmental authority, or if we believe disclosure is necessary to: (a) comply with a legal obligation; (b) protect and defend our legal rights; (c) prevent or investigate possible wrongdoing in connection with the Service; or (d) protect the personal safety of users or the public.

Where legally permitted, we will notify you of such requests before disclosing your information.

5.3 Business Transfers

If SyncSense AI is involved in a merger, acquisition, asset sale, or bankruptcy proceeding, your information may be transferred as part of that transaction. We will notify you via email and/or a prominent notice within the Service of any change in ownership or control of your personal information, and you will have the opportunity to request deletion of your data prior to the transfer.

6. Data Retention

We retain your personal information for as long as your account is active or as needed to provide the Service. Specific retention periods:

- **Account profile data:** Retained for the life of your account plus 30 days following deletion.
- **Subscription and billing records:** Retained for 7 years as required by financial regulations.
- **Server logs:** Retained for up to 90 days, then automatically deleted.

- **Usage analytics:** Aggregated, de-identified analytics data may be retained indefinitely.
- **Support communications:** Retained for up to 3 years after the last communication.
- **Google data:** Not stored on our servers beyond your browser session. Revoked upon sign-out.
- **AI scan content:** Not stored on our servers. Content is transmitted to Anthropic and discarded after processing.

When you delete your account, we will delete or anonymize your personal data within 30 days, except where retention is required by law or for legitimate business purposes such as fraud prevention.

7. Data Security

We implement appropriate technical and organizational security measures to protect your personal information against unauthorized access, alteration, disclosure, or destruction. These measures include:

- All data transmitted between your browser and the Service, and between the Service and third-party APIs, is encrypted using TLS 1.2 or higher.
- Google OAuth tokens are stored in browser memory only and are not transmitted to or stored on our servers.
- Access to production systems is limited to authorized personnel and requires multi-factor authentication.

No security measure is perfect. While we strive to protect your information, we cannot guarantee absolute security. In the event of a data breach that is likely to affect your rights and freedoms, we will notify you and relevant authorities as required by applicable law, typically within 72 hours of discovery.

8. Google API Services User Data Policy

SyncSense AI's use and transfer to any other app of information received from Google APIs will adhere to the Google API Services User Data Policy, including the Limited Use requirements.

In accordance with these requirements:

- We only request Google data that is necessary to provide the features of the Service described in this Privacy Policy.
- We do not use Google data for advertising purposes or to create advertising profiles.
- We do not allow humans to read your Gmail or Calendar data unless you explicitly request support that requires us to access specific data, you give us explicit permission, or we are required to do so for security or legal reasons.
- We do not use Google data to develop, improve, or train generalized AI or machine learning models.
- We do not transfer your Google data to data brokers.

The Limited Use restrictions apply to all Google user data accessed through Google APIs, regardless of whether that data is stored.

9. Your Rights and Choices

9.1 Access and Portability

You have the right to request a copy of the personal information we hold about you. To make such a request, contact us at support@sulcusgroovedesigns.com. We will respond within 30 days and provide data in a commonly used, machine-readable format where technically feasible.

9.2 Correction

If any personal information we hold about you is inaccurate or incomplete, you may request that we correct it. Profile information (name, email) is controlled by your Google account and can be updated there.

9.3 Deletion

You may request deletion of your account and associated personal data at any time by:

- Email support@sulcusgroovedesigns.com with the subject line "Account Deletion Request"
- We will confirm deletion within 30 days. Some data may be retained as required by law or for legitimate business purposes as described in Section 6.

9.4 Objection and Restriction

You have the right to object to or request restriction of processing of your personal data in certain circumstances. We will consider and respond to such requests in accordance with applicable law.

9.5 Withdraw Consent — Google Account Disconnection

You may disconnect your Google account at any time by clicking "Disconnect" in Settings or by revoking SyncSense AI's access in your Google Account's security settings at myaccount.google.com/permissions. Upon disconnection, your Google OAuth token is immediately revoked and no further data is fetched from your Google account.

9.6 Subscription Cancellation

You may cancel your paid subscription at any time through the Customer Portal in Settings. This does not automatically delete your account or personal data.

9.7 Marketing Communications

We may send you transactional emails (receipts, security alerts, service updates). If we send marketing emails, you may opt out by clicking the unsubscribe link in any such email or by contacting us at support@sulcusgroovedesigns.com. Transactional emails cannot be opted out of while your account is active.

9.8 Do Not Track

Our Service does not currently respond to Do Not Track browser signals, as there is no industry standard for such signals. We do not engage in cross-site tracking.

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. If you are a parent or guardian and believe your child has provided us with personal information, please contact us immediately at support@sulcusgroovedesigns.com and we will take steps to delete such information.

11. International Data Transfers

SyncSense AI is based in the United States. If you access the Service from outside the United States, your information will be transferred to, processed, and stored in the United States, where data protection laws may differ from those in your country.

Where required by applicable law (such as the EU General Data Protection Regulation), we rely on appropriate transfer mechanisms, including Standard Contractual Clauses, to ensure your data receives an adequate level of protection when transferred internationally.

Our third-party service providers (Stripe, Anthropic, Netlify) also process data in the United States and/or other jurisdictions. We ensure these providers maintain appropriate data protection standards through contractual obligations.

12. California Privacy Rights (CCPA/CPRA)

If you are a California resident, you have the following rights under the California Consumer Privacy Act (CCPA) and the California Privacy Rights Act (CPRA):

- **Right to Know:** You may request that we disclose the categories and specific pieces of personal information we collect, the sources of that information, our purposes for collecting it, and the categories of third parties with whom we share it.
- **Right to Delete:** You may request deletion of personal information we have collected from you, subject to certain exceptions.
- **Right to Correct:** You may request correction of inaccurate personal information.
- **Right to Opt-Out of Sale or Sharing:** We do not sell or share personal information for cross-context behavioral advertising. You therefore do not need to opt out.
- **Right to Limit Use of Sensitive Personal Information:** We do not collect sensitive personal information as defined by CPRA beyond what is necessary to provide the Service.
- **Right to Non-Discrimination:** We will not discriminate against you for exercising your privacy rights.

To exercise any of these rights, contact us at support@sulcusgroovedesigns.com or at the address in Section 15. We will verify your identity before processing your request. You may designate an authorized agent to make requests on your behalf.

13. European Privacy Rights (GDPR)

If you are located in the European Economic Area (EEA), United Kingdom, or Switzerland, you have additional rights under the General Data Protection Regulation (GDPR) or equivalent legislation.

13.1 Legal Bases for Processing

We process your personal data under the following legal bases:

- **Contract performance:** Processing necessary to provide the Service you have subscribed to, including authentication, billing, and feature delivery.
- **Legitimate interests:** Analytics, security, fraud prevention, and product improvement, where our interests are balanced against your rights.
- **Legal obligation:** Compliance with applicable laws, including financial record-keeping requirements.
- **Consent:** Where you have given consent, such as connecting your Google account or providing an API key.

13.2 Your GDPR Rights

In addition to the rights described in Section 9, you have the right to:

- Lodge a complaint with your local data protection authority (DPA) if you believe we have violated your rights
- Withdraw consent at any time without affecting the lawfulness of processing before withdrawal
- Receive your data in a portable, machine-readable format
- Object to processing based on legitimate interests

13.3 Data Protection Officer

We have not appointed a Data Protection Officer as we do not meet the thresholds requiring such an appointment. For GDPR-related inquiries, contact us at support@sulcusgroovedesigns.com

14. 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 within the Service with the new effective date
- Displaying a banner or notice within the Service for a reasonable period
- Sending an email to your registered email address for significant changes

We will provide at least 14 days' notice before material changes take effect. Your continued use of the Service after the effective date of the updated policy constitutes your acceptance of the changes. If you do not agree to the updated policy, you must stop using the Service and may request deletion of your account.

We encourage you to review this policy periodically. The "Last updated" date at the top of this document reflects the most recent revision.

15. Contact Us

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

SulcusGroove Designs LLC doing business as SyncSense AI

Website:

<https://syncsense.app>

Email:

support@sulcusgroovedesigns.com

We aim to respond to all privacy-related inquiries within 5 business days and to resolve substantive requests within 30 days. If you are not satisfied with our response, you may escalate to your local data protection authority.

This Privacy Policy is effective as of June 23, 2026 and supersedes all prior versions.