

Privacy Policy for Agents24x7.com

Last updated: May 24, 2025

Welcome to Agents24x7.com ("we", "us", or "our"). Agents24x7 is a trade name of Codpal Limited, a company incorporated on 26 August 2022 in Cyprus under registration number HE 437774, with its registered office at Florinis 7, Greg Tower, 2nd floor, P.C. 1065, Nicosia, Cyprus. We respect your privacy and are committed to protecting the personal data you share with us. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website Agents24x7.com (the "Site"). We also describe how we handle and encrypt clients' service credentials, ensure data security, and comply with the GDPR and applicable European data protection laws. If you do not agree with the terms of this policy, please do not access the Site.

1. Information We Collect

1.1 Personal Information You Provide

- **Contact Information:** Name, email address, phone number, postal address, and other contact details when you submit forms or register for services.
- **Payment Information:** Credit card or other payment details and billing address when you make purchases or subscribe to paid services.
- **Professional Details:** Job title, company name, and industry when requested for certain services.
- **Service Credentials:** Credentials (e.g., usernames, passwords, API keys) you provide for third-party services. These are encrypted in our database and are not accessible or visible to our employees.
- **AI Conversation Context:** The content of your conversations with our agents—powered by OpenAI, Google Gemini, Anthropic AI, and other AI providers—is stored on our servers to allow debugging, support, and improvement of the tool and user experience. This conversation data is protected by strict access controls; only authorized systems and personnel involved in technical support may access it.
- **Third-Party Authentication:** We use Clerk to manage user login and registration, which may integrate providers such as Google, GitHub, Microsoft, and others. When you authenticate via these providers, Clerk shares your provider account identifier, name, email address, and profile picture URL with us. We use these details to create and authenticate your Agents24x7 account; you can manage or remove this information via your account settings.

1.2 Automatically Collected Information Automatically Collected Information Automatically Collected Information

- **Usage Data:** IP address, browser type and version, operating system, referring URL, pages visited, time and date of visits, and time spent on those pages.
- **Cookies & Tracking Technologies:** We and our third-party partners use cookies, web beacons, and similar technologies to track activity on our Site and across third-party websites for analytics and targeted advertising.
- **Third-Party Analytics & Tracking Services:** We utilize Google Analytics to understand site usage patterns, Facebook Pixel to measure and optimize ad

performance, and may employ additional social media or advertising platforms' tracking technologies. These services collect information about your device and browsing activity to deliver insights and personalized advertising.

2. How We Use Your Information

We use the information we collect to:

- Operate, maintain, and improve our Site and services.
- Process transactions and manage subscriptions.
- Provide customer support and respond to your inquiries.
- Personalize content and user experience.
- Send newsletters, promotions, and marketing communications (you may opt out at any time).
- Encrypt, store, and manage your service credentials securely.
- Store and analyze AI conversation context to debug issues, enhance performance, and improve the overall experience with our agent tools.
- Monitor and analyze usage to improve functionality and security.
- Comply with legal obligations and protect our rights.

3. Storage, Encryption, and Security

- **Encryption:** All service credentials and sensitive personal data (excluding AI conversation context) are encrypted at rest using industry-standard AES-256 encryption.
- **Access Controls:** All data, including AI conversation context, is stored on secure servers with role-based access controls. Only authorized systems and personnel can access conversation context or decrypt credentials when necessary for service functionality.

4. GDPR and European Data Protection

We comply with the EU General Data Protection Regulation (GDPR) and applicable European data protection laws. Key points include:

4.1 Lawful Bases for Processing

- **Consent:** Where you have explicitly consented to data processing (e.g., marketing communications).
- **Performance of a Contract:** To provide services you have requested.
- **Legal Obligation:** To comply with legal requirements.
- **Legitimate Interests:** For our legitimate business interests (e.g., improving our services), balanced against your rights.

4.2 Data Subject Rights

Under the GDPR, you have the right to:

- **Access:** Request copies of your personal data.
- **Rectification:** Correct incomplete or inaccurate data.
- **Erasure:** Request deletion of your personal data (the “right to be forgotten”).
- **Restriction:** Restrict processing of your data in certain circumstances.
- **Data Portability:** Receive your data in a structured, commonly used format.
- **Objection:** Object to processing based on legitimate interests or direct marketing.
- **Withdraw Consent:** Withdraw consent at any time without affecting processing prior to withdrawal.

To exercise any of these rights, contact us at the details below. We will respond within one month.

4.3 Data Transfers

We may transfer personal data to countries outside the European Economic Area (EEA). Transfers are protected by safeguards such as standard contractual clauses approved by the European Commission.

Cloud Storage & Hosting: Our data is hosted on third-party cloud providers, which may store or process data in jurisdictions outside the EEA. We ensure that any transfers comply with GDPR transfer mechanisms (e.g., EU Standard Contractual Clauses).

4.4 Data Protection Contact & EU Representative

For inquiries related to data protection, you can contact us at:

Email: privacy@agents24x7.com

Our EU Representative for GDPR purposes is:

Codpal Limited

Address: Florinis 7, Greg Tower, 2nd floor, P.C. 1065, Nicosia, Cyprus

5 Sharing Your Information Sharing Your Information

We may share your data with:

- **Service Providers:** Payment processors, hosting providers, analytics and advertising services (e.g., Google Analytics, social media platforms), email delivery services, and other third parties acting on our behalf.
- **AI Service Providers:** To deliver AI-driven agent services, we share conversation context and relevant data with third-party AI providers such as OpenAI, Google (Gemini), Anthropic, and other platforms under strict contractual agreements ensuring data protection and confidentiality.
- **Business Transfers:** In the event of a merger, acquisition, or sale of assets, your data may be transferred.
- **Legal Obligations:** If required by law or legal process, or to protect our rights, safety, or property.
- **With Your Consent:** Where you have given explicit consent.

6. Cookies and Tracking Technologies

We use cookies and similar tracking technologies to track activity on our Site and store certain information. Specifically:

- **First-Party Cookies:** Essential cookies that allow core functionality (e.g., user sessions, preferences).
- **Third-Party Cookies and Pixels:** Google Analytics, Facebook Pixel, and other social media or advertising network cookies and pixels to analyze traffic, measure campaign performance, and provide tailored content and advertisements.

You can manage cookie preferences through your browser settings or opt out of Google Analytics by installing the Google Analytics Opt-out Browser Add-on. Rejecting cookies may limit certain features of our Site.

7. Third-Party Links and Advertising

Our Site may contain links to third-party websites. We are not responsible for their privacy practices. Please review their policies.

8. Data Retention

We retain personal data only as long as necessary to fulfill the purposes outlined in this policy, comply with legal obligations, resolve disputes, and enforce agreements. Encrypted credentials are retained for the duration of your active subscription plus a reasonable period thereafter for backup and legal compliance.

9. AML and KYC Compliance

Agents24x7 does not directly perform KYC/AML checks nor hold customer funds. All AML and KYC requirements related to payment transactions (including identity verification and monitoring) are handled by our third-party payment service providers in accordance with EU and other applicable regulations. We may receive confirmation from these providers that checks have been completed but do not process or store KYC data ourselves.

10. Children's Privacy Children's Privacy

Our Site is not intended for individuals under age 16. We do not knowingly collect data from children under 16. If you believe we hold data of a minor, please contact us to request deletion.

10. Changes to This Policy

We may update this Privacy Policy periodically to reflect changes in our practices, legal requirements, or the features of our services. The "Last updated" date at the top of this page indicates when the policy was last revised. If we make material changes, we will notify you

by posting the updated policy on the Site and, where appropriate, by other means (e.g., email).

Your continued use of the Site after any changes constitutes acceptance of the updated policy. Please review this Privacy Policy regularly to stay informed of our data practices.