

DATA PROCESSING AGREEMENT (DPA)

Voice Omni - Version 1.0

Parties and Scope

This Data Processing Agreement forms part of the Terms of Service between you ("Controller") and Voice Omni ("Processor") for the processing of Personal Data in connection with the Services.

Definitions

Personal Data: Any information relating to an identified or identifiable natural person collected through your use of Voice Omni, including call recordings, transcripts, and caller information.

Controller: You, the Voice Omni customer, who determines the purposes and means of processing Personal Data of your end users (callers).

Processor: Voice Omni, which processes Personal Data on your behalf.

Processing Details

Subject Matter: Provision of AI voice agent services including call handling, transcription, and analytics.

Nature and Purpose: Processing voice calls, generating transcripts, storing call recordings, and providing insights as instructed by Controller.

Type of Personal Data:

- Voice recordings (audio files)
- Call transcripts (text)
- Caller phone numbers (ANI/Caller ID)
- Contact information provided in widget forms
- Call metadata (duration, timestamp, outcome)

Controller Obligations

You (Controller) warrant that:

- You have a lawful basis for processing
- You have provided appropriate privacy notices to data subjects
- You have obtained necessary consents (e.g., call recording notices)
- Your instructions to us comply with applicable data protection laws

Processor Obligations

We (Processor) agree to:

- Process Personal Data only on your documented instructions
- Ensure confidentiality of persons processing the data
- Implement appropriate technical and organizational security measures
- Assist with data subject rights requests
- Delete or return data upon termination