

Privacy Policy

Effective Date: November 10, 2025

Company Name: Three Two Digital Marketing

Website: <https://threetwodigitalmarketing.com/home-page>

Contact Email: steve@threetwodigitalmarketing.com

Address: 845 Canal Road, Bradford, Ontario, Canada

1. Overview

Three Two Digital Marketing (“we,” “our,” or “us”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, store, and share your information. This policy complies with GDPR, CCPA, and other applicable global privacy laws.

2. Who This Policy Applies To

Visitors to our website, clients who use our services, and customers of our clients who interact with our AI agents or marketing systems.

3. What Data We Collect

From Clients: Names, email addresses, phone numbers, business details, payment information (processed via Stripe/PayPal/other). From Clients’ Customers: Names, phone numbers, email addresses, booking details, chat transcripts, and call recordings. Automatically Collected: Cookies, analytics data, device/browser information, IP addresses.

4. How We Use the Data

We use the information to deliver AI voice/chat agent services, improve automation, provide customer support, analyze usage trends, process billing, and meet legal obligations.

5. AI-Specific Data Usage

Call recordings and chat transcripts may be used to improve your AI agent’s performance. We never sell or use your data to train generalized AI models for other businesses.

6. Third-Party Services and Sharing

We use trusted vendors such as GoHighLevel, Twilio, OpenAI, Google Analytics, Stripe/PayPal. These services may process data under their own privacy policies. We share only what is necessary to deliver services.

7. Data Retention Policy

Client data is retained during the service agreement +12 months. Customer data is retained up to 12 months. Call recordings/transcripts retained 6–12 months depending on client needs. Deletion can be requested anytime.

8. Your Privacy Rights

You have the right to access, correct, delete, restrict use, withdraw consent, or request data export. Email steve@threetwodigitalmarketing.com to exercise rights. Response provided within 30 days.

9. How to Opt Out

Email marketing: click unsubscribe. SMS: reply STOP. Cookies: adjust browser settings.

10. Cookie Policy

We use cookies for analytics, advertising, and site performance. Users may disable cookies in browser settings, but some functionality may be affected.

11. Call Recordings & Chat Transcripts

Recordings and transcripts are stored securely and used only for improving service delivery and accuracy of your AI agent. Clients are responsible for end-user consent where required.

12. Data Security Measures

Data stored on AWS and/or Google Cloud with encryption, authentication controls, role-based access, and security monitoring.

13. Data Breach Notification

In case of a data breach, we will notify affected parties and regulators within 72 hours if required by law.

14. Children's Privacy

Services are not intended for individuals under 18. If data from minors is discovered, it will be deleted.

15. International Data Transfers

Your data may be transferred to servers outside your country. We use Standard Contractual Clauses and equivalent protections.

16. Changes to This Policy

We may update this Privacy Policy periodically. You will be notified via email or website notification.

17. Contact Us

If you have questions, contact:

Three Two Digital Marketing

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