

CareCompanion — Privacy Policy

Effective Date: January 1, 2026 **Last Updated:** January 1, 2026

This Privacy Policy explains how **Blue Box AI, LLC**, a California limited liability company ("**Company**," "**we**," "**us**," or "**our**"), collects, uses, discloses, and protects information in connection with the **CareCompanion** application, software, voice features, website at <https://eldercompanion.life>, and related services (collectively, the "**Service**").

This Policy is incorporated into and forms part of our Terms and Conditions, available at <https://eldercompanion.life/terms> (the "**Terms**"). Capitalized terms not defined here have the meaning given in the Terms.

Please read this Policy carefully. The Service captures voice and may process sensitive and health-related information. By using the Service, you acknowledge the practices described here. The Service is intended for users in the **United States** only.

Important: CareCompanion is a non-medical voice companion. It is not a medical device, not a healthcare provider, and not a substitute for professional care, supervision, or emergency services. This Policy describes data handling only; for what the Service is and is not, see the Terms.

1. Who This Policy Covers

This Policy applies to: - **Account Holders / Caregivers** — the person who registers, subscribes, and manages the Service, including a family member, caregiver, or other authorized person; and - **Care Recipients** — the person who uses or interacts with the Service, including older adults.

If you set up or use the Service on behalf of another person, you are responsible for ensuring you have the authority and consents described in Section 1 and Section 8 of the Terms, including the consent of every person whose voice may be captured.

2. Information We Collect

We collect the following categories of information.

2.1 Information you provide

- **Account and registration information**, such as name, email address, and login credentials.
- **Care Recipient information** you choose to provide when setting up or personalizing the Service (for example, a name, preferences, or details about routines or interests).
- **Purchase information**, such as your subscription or purchase history and transaction records. Payment card and banking details are collected and processed by our payment providers (Apple, Google, and our web checkout provider), not stored by us — see Section 5.
- **Communications**, such as messages you send to support and any Feedback you provide.

2.2 Voice and conversation data

- **Audio recordings** of voice interactions with the Service.
- **Transcripts and conversation content** generated from those interactions.
- **Derived text and metadata** used to generate responses (for example, recognized speech and timing information).

This data is central to how the Service works: audio is processed (by us and by our service providers) to convert speech to text, generate a response, and convert that response back into speech.

2.3 Health-related and other sensitive information

Because the Service is a conversational companion, a user may **voluntarily mention health-related or other sensitive information** during conversations (for example, references to how they feel, medications, or daily living). We do not request this information, but it may be captured as part of voice and conversation data. We treat such information as **Sensitive Personal Information** (see Section 3).

2.4 Information collected automatically

- **Device and app information**, such as device model, operating system, app version, language, and settings.
- **Identifiers**, such as device identifiers and a unique account identifier.
- **Push notification tokens** used to deliver notifications and alerts.
- **Usage and log data**, such as features used, interactions, dates and times of use, usage allowance/balance, error and crash logs, and diagnostic data.

- **Approximate location**, which may be inferred from your IP address. We do not collect precise GPS location unless we tell you and obtain any required consent.

2.5 Information from third parties

- **App stores and platforms** (Apple, Google) provide purchase confirmations and limited account information.
- **Authentication and checkout providers** provide information needed to create or verify your account and process purchases.

3. Sensitive Personal Information

Under California law, certain information is treated as "**Sensitive Personal Information**," including account log-in credentials, the contents of certain communications, and information concerning health. The Service may process the following Sensitive Personal Information: - **Voice recordings and the contents of your conversations**; and - **Any health-related information** you choose to share during use.

We use and disclose Sensitive Personal Information **only as reasonably necessary** to provide and maintain the Service you have requested, to operate and secure it, to comply with law, and for the other purposes described in Section 4 — and not for purposes that California law allows you to limit. **We do not sell Sensitive Personal Information, and we do not use it for cross-context behavioral advertising.**

Voiceprints / biometric identifiers. We do **not** use voice recordings to create a biometric "voiceprint" or other biometric identifier to identify individuals. We use audio only to operate the conversational features of the Service. *(If our practices ever change, we will update this Policy and obtain any consent required by applicable biometric privacy laws before doing so.)*

4. How We Use Information

We use information to: - **Provide and operate the Service**, including converting speech to text, generating conversational responses, converting responses to speech, and maintaining your account, subscription, and usage balance; - **Personalize** interactions based on the information and preferences provided; - **Process transactions** and manage subscriptions, renewals, and consumable packs; - **Communicate with you**, including service-related messages, push notifications, and responses to support requests; - **Maintain, secure, debug, and improve the Service**, including testing, troubleshooting, analyzing usage, and developing new and improved features (this is especially relevant during the beta — see Section 6); - **Ensure safety and integrity**, prevent fraud and abuse, and enforce our Terms; and - **Comply with legal obligations** and establish, exercise, or defend legal claims.

A note on improving the Service. During the beta and afterward, we may review and analyze voice and conversation data to operate, troubleshoot, and improve the Service and its underlying functionality. Where we use third-party AI and speech providers, those providers process this data under their agreements with us (see Section 5). We do not authorize our providers to use your personal information to train their own general-purpose models except as permitted by those agreements; you should also review the relevant provider's terms.

5. How We Disclose Information

We disclose information in the following ways. **We do not sell your personal information for money, and we do not "share" it for cross-context behavioral advertising**, as those terms are defined under California law.

5.1 Service providers (processors)

We disclose information to vendors that perform services for us and process information on our behalf under contract, in categories such as: - **Cloud hosting and infrastructure** (storage, databases, and computing); - **Artificial intelligence / language model processing** (to generate conversational responses); - **Speech-to-text and text-to-speech processing** (to recognize speech and synthesize voice); - **Payment processing** (Apple, Google, and our web checkout provider); - **Push notifications** (Apple and Google notification services); - **Authentication**; and - **Analytics and crash/error reporting**.

These providers are permitted to use the information only to provide services to us. A current list of key service providers is available on request at blueboxai11c@gmail.com.

5.2 Caregivers and authorized persons

Where the Service is set up by a caregiver or other authorized person, certain account and usage information may be accessible to that person as part of managing the account. You are responsible for the authority and consents described in the Terms.

5.3 Legal, safety, and protection

We may disclose information if we believe in good faith that it is necessary to: comply with a law, regulation, legal process, or governmental request; enforce our Terms; detect, prevent, or address fraud, security, or technical issues; or protect the rights, property, or safety of the Company, our users, or the public.

5.4 Business transfers

If we are involved in a merger, acquisition, financing, reorganization, bankruptcy, or sale of assets, information may be transferred as part of that transaction, subject to this Policy.

5.5 With your direction or consent

We may disclose information for other purposes with your consent or at your direction.

6. Beta Service and Data

This release of the Service is a **beta**. As described in the Terms, during the beta your data — including account information, settings, recordings, transcripts, and balances — **may be lost, corrupted, deleted, reset, or made inaccessible at any time**, and the Service may change or be discontinued. Please do not rely on the Service to store information you cannot afford to lose, and keep your own independent records.

7. Data Retention

We retain personal information for as long as reasonably necessary to provide the Service, operate our business, comply with our legal obligations, resolve disputes, and enforce our agreements. Retention periods vary by the type of information and the purpose for which it is held. When information is no longer needed, we take steps to delete or de-identify it. During the beta, data may be deleted or reset at any time as described in Section 6. You may request deletion of your information as described in Section 10.

8. How We Protect Information

We use reasonable administrative, technical, and organizational safeguards designed to protect personal information, including encryption of data in transit and at rest, access controls, and use of reputable cloud infrastructure providers. **However, no method of transmission or storage is completely secure, and we cannot guarantee absolute security.** This is particularly true during the beta. You are responsible for keeping your login credentials confidential.

If we become aware of a breach of security affecting your personal information, we will notify you and applicable authorities as required by applicable law.

9. Recording, Multiple Users, and Consent

The Service captures voice, which may include the voices of people other than the person who registered. **Recording and privacy laws vary by jurisdiction, and some require the consent of all parties to a conversation.** You are responsible for informing the Care Recipient and any other person whose voice may be captured, and for obtaining all consents required by applicable law, before using the Service. Do not use the Service to record anyone without legally sufficient consent.

10. Your Privacy Rights and Choices

10.1 Choices available to everyone

- **Account information.** You may review and update certain account information through the Service or by contacting us.
- **Push notifications.** You can disable notifications in your device settings.
- **Microphone access.** You can disable microphone access in your device settings, though doing so will prevent the Service's voice features from functioning.
- **Deletion.** You may request that we delete your account and associated personal information by contacting us at blueboxaillc@gmail.com, subject to legal exceptions.

10.2 California privacy rights (CCPA/CPRA)

If you are a California resident, you have the following rights, subject to certain exceptions: - **Right to know / access** the categories and specific pieces of personal information we have collected, the sources, the purposes, and the categories of third parties to whom we disclose it; - **Right to delete** personal information we have collected from you; - **Right to correct** inaccurate personal information; - **Right to opt out** of the "sale" or "sharing" of personal information — **we do not sell or share personal information**, so there is nothing to opt out of; - **Right to limit** the use and disclosure of Sensitive Personal

Information — we already limit our use of Sensitive Personal Information to the purposes permitted under California law and described in this Policy; and - **Right to non-discrimination** for exercising your rights.

How to exercise these rights. Submit a request to blueboxaillc@gmail.com. We will verify your request (which may require confirming information associated with your account) before responding. You may use an **authorized agent** to submit a request on your behalf; we may require proof of the agent's authority and verification of your identity.

"Shine the Light." California Civil Code § 1798.83 permits California residents to request information about disclosures of personal information to third parties for their direct marketing purposes. **We do not disclose personal information to third parties for their own direct marketing purposes.**

10.3 Categories collected and disclosed (CCPA notice)

In the preceding 12 months, we may have collected and disclosed the following categories of personal information, in each case to the categories of service providers described in Section 5 in order to operate the Service:

CCPA category	Examples	Collected	Disclosed to service providers
Identifiers	Name, email, account ID, device identifiers, IP address, push tokens	Yes	Yes
Customer records / contact information	Name, email, login credentials	Yes	Yes
Commercial information	Subscription and purchase history	Yes	Yes
Internet / network activity	App usage, interactions, log and diagnostic data	Yes	Yes
Audio / electronic information	Voice recordings, conversation transcripts	Yes	Yes
Geolocation data	Approximate location inferred from IP address	Yes (approximate)	Yes
Sensitive Personal Information	Login credentials; contents of communications; health-related information voluntarily shared	Yes	Yes (limited; see Section 3)
Inferences	Limited preferences used to personalize interactions	Yes	Yes

We collect these categories from the sources described in Section 2 and use them for the purposes described in Section 4. **We do not sell or share any of these categories** as those terms are defined under California law.

10.4 Other state privacy rights

Residents of certain other U.S. states may have similar rights to access, correct, delete, or obtain a copy of their personal information, and to appeal a denied request. To exercise any such rights, contact us at blueboxaillc@gmail.com, and we will respond as required by applicable law.

11. Children's Privacy

The Service is intended for **adults 18 and older** and is not directed to children. We do not knowingly collect personal information from children under 13 (or, where applicable, under the age that triggers parental-consent requirements). If you believe a child has provided us personal information, contact us at blueboxaillc@gmail.com and we will take appropriate steps to delete it.

12. Third-Party Services and Links

The Service relies on and may link to third-party services (including app stores, payment, AI, speech, authentication, and notification providers). This Policy does not cover the practices of those third parties, and we are not responsible for their privacy practices. Your use of third-party services is governed by their own privacy policies and terms.

13. Do Not Track

Some browsers offer a "Do Not Track" signal. Because there is no common industry standard for responding to these signals, the Service does not currently respond to them.

14. Changes to This Policy

We may update this Policy from time to time. If we make material changes, we will provide notice as required by law — for example, by posting the updated Policy with a new "Last Updated" date or through the Service. Your continued use of the Service after the changes take effect constitutes acceptance of the updated Policy.

15. Contact Us

If you have questions, requests, or concerns about this Policy or our privacy practices, contact us at:

Blue Box AI, LLC 4850 Hollywood Blvd, Apt 409 Los Angeles, CA 90027 Email: blueboxai11c@gmail.com Website: <https://eldercompanion.life>