Thorpe Voice — Privacy Information

For Number People customers and individuals whose data is processed through the service

1. Who is responsible

“Thorpe Labs” is a brand name, not a separate legal entity. “Thorpe Voice” is the AI telephone receptionist product. The contracting supplier is the legal entity identified in the customer’s order and applicable agreement. For existing Number People customers, that entity must match their Number People contract; for direct Thorpe Labs sales, the checkout must identify the supplier expressly before acceptance. Do not assume the brand itself is a contracting party.

For call content and customer-configured workflows, the business customer generally determines the purposes and essential means of processing and acts as controller; the contracting Thorpe Voice supplier generally processes that data on the customer’s documented instructions. The supplier acts as an independent controller for its own account administration, billing, security, legal compliance and website operations where it determines those purposes.

If you are calling a business using Thorpe Voice, that business normally controls how the content of your call is used. You should contact that business first about its privacy practices or your rights relating to call content.

2. What information is handled

Depending on settings, the service may process phone numbers, call time and duration, caller speech, transcripts, generated responses, routing choices, voicemail, recordings, summaries and details voluntarily provided during a call. Customer account data includes contact and billing information, login records and support correspondence.

3. Why information is used

On behalf of customers: answering and routing calls, responding to enquiries, taking messages, creating summaries and enabling human follow-up. For the supplier’s own purposes: administering accounts, payment, support, fraud prevention, security, compliance and service operations. Lawful bases for independent-controller activities may include contract, legitimate interests and legal obligations, as applicable.

4. AI and human involvement

Callers may interact with an AI voice rather than a person. Speech is converted to text, processed to formulate a response, and converted to speech. Human monitoring or takeover may be available to authorised staff where configured. Automated outputs may be inaccurate.

5. Providers and transfers

DigitalOcean (London infrastructure and AI inference), OpenAI GPT-4o via DigitalOcean inference, Deepgram (EU speech-to-text), Google Cloud (text-to-speech and knowledge-base search; selected regions depend on production configuration), AWS SES (transactional emails, Frankfurt), Twilio (SMS if enabled), and Pinecone (knowledge-base index in US East, intended to contain no personal data).

Personal data may be processed outside the United Kingdom, including in the EEA and potentially the United States, depending on the supplier and service. Where required, the supplier will rely on a valid UK adequacy regulation (including an applicable UK-US data bridge certification), the UK Addendum to EU Standard Contractual Clauses, the UK International Data Transfer Agreement, or another lawful mechanism, with any required transfer assessment.

6. How long data is kept

Customer call recordings (where enabled), transcripts and associated AI call content are scheduled for deletion within six months, unless a shorter period is agreed or lawful retention is required. Separate retention periods may apply to telecoms billing records, backups, operational/security logs, emails delivered to recipients, and narrowly scoped supplier abuse/security records. Backups expire on their own documented cycles; deleted data may remain in backup copies until those copies expire, with restoration controls. Google TTS may cache request text and generated audio for up to 24 hours and may retain flagged text for up to 90 days for abuse monitoring; Deepgram retains request metadata without call audio or transcript for up to 90 days, according to its published documentation..

7. Your rights and contact

Depending on applicable law and circumstances, individuals may have rights of access, correction, deletion, restriction, objection, portability and complaint to the ICO. Requests about a business's call content should normally be directed to that business. Privacy and legal enquiries: use the current contact details published on the website or in the applicable order confirmation.

8. Changes

This notice may be updated to reflect changes to the service, suppliers or law. Material changes will be communicated through appropriate channels.