
PRIVACY POLICY

Penden LLC (Penden.ai)

Effective Date: May 26, 2026

1. Introduction

Penden LLC ("Penden", "we", "us", or "our") operates Penden.ai, providing Agentic AI Voice Agents and Chat Agents to businesses. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our services. By using our services, you consent to the data practices described in this policy.

2. Information We Collect

We collect the following types of information to provide and improve our AI voice and chat agent services:

- **Call Data:** Audio recordings and transcripts of calls handled by our AI agents.
- **Chat Data:** Messages and conversation history from chat interactions.
- **Customer Information:** Names, phone numbers, email addresses, and other details provided by businesses using our service or their customers.
- **Usage & Analytics Data:** Information about how our service is used, performance metrics, and analytics.
- **Account Information:** Business details, billing information, and account preferences.

3. How We Use Your Information

We use the information we collect primarily to provide, maintain, and improve our AI voice and chat agent services. This includes processing calls and chats, training and improving our AI models, providing analytics to our clients, and ensuring the quality and reliability of our service.

4. How We Share Your Information

We do not sell your personal information. We may share information with trusted third-party service providers who assist us in operating our business and providing services, including:

- **Voiceflow:** Our platform partner that may receive and store conversation data to enable clients to access and manage their agents.
- **Anthropic:** We use Anthropic's Claude models to power our AI agents. Conversation data may be processed by Anthropic to generate responses.
- Other service providers for hosting, analytics, and operational support.

We require these third parties to maintain appropriate security and confidentiality protections.

5. Data Retention

We retain call recordings, transcripts, chat data, and related information for as long as necessary to provide our services or as required by law. Data is retained until a client requests deletion. Upon request, we will delete or anonymize personal information, subject to legal and operational requirements.

6. Your Rights and Choices

You may request access to, correction of, or deletion of your personal information by contacting us at sam@penden.ai. We will respond to verifiable requests in accordance with applicable law. Note that deletion may affect the functionality of AI agents for your business.

7. Children's Privacy

Our services are not directed to individuals under the age of 13. We do not knowingly collect personal information from children under 13. If we become aware that we have collected such information, we will take steps to delete it.

8. Security

We implement reasonable administrative, technical, and physical safeguards to protect your information. However, no method of transmission or storage is 100% secure, and we cannot guarantee absolute security.

9. Changes to This Policy

We may update this Privacy Policy from time to time. We will notify you of material changes by posting the new policy on our website or through other reasonable means. Your continued use of our services after changes become effective constitutes acceptance of the updated policy.

10. Contact Us

If you have questions or concerns about this Privacy Policy or our data practices, please contact us at:

- Email: sam@penden.ai or andrea@penden.ai
- Website: <https://penden.ai>
- Location: Jacksonville, North Carolina (Onslow County)

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