Privacy Policy for HiVergent AI, LLC

Effective Date: February 5, 2025

HiVergent AI, LLC ("we," "us," or "our") is committed to protecting the privacy of your information. This Privacy Policy explains how we collect, use, and share your personal data when you visit or use our website, located at www.hivergentai.com (the "Site"), and our services. We are a Limited Liability Company based in Texas.

Information We Collect:

We may collect the following types of information:

Personal Information: This may include your name, email address, phone number, company name, job title, and any other information you voluntarily provide to us through forms on our Site, such as when you request a demo, sign up for our newsletter, or contact us.

Usage Information: We may collect information about how you use our Site, such as your IP address, browser type, operating system, referring website, pages viewed, and the dates and times of your visits. We may use cookies, web beacons, and other tracking technologies to collect this information.

Device Information: We may collect information about the device you use to access our Site, including the hardware model, operating system and version, unique device identifiers, and mobile network information.

How We Use Your Information:

We may use your information for the following purposes:

Provide and Improve Services: To provide you with the services you request, personalize your experience, and improve our Site and services.

Communication: To communicate with you about our services, updates, and promotional offers. You may opt out of receiving marketing communications at any time.

Lead Generation: To identify and qualify potential leads for our sales team.

Scheduling: To facilitate appointment scheduling and manage meeting confirmations and reminders.

Legal Compliance:

To comply with applicable laws and regulations.

How We Share Your Information:

We may share your information with the following third parties:

Service Providers: We may share your information with third-party service providers who assist us with website hosting, data analytics, email marketing, and other services. We ensure these providers are contractually obligated to protect your data.

Business Partners: We may share your information with business partners who offer complementary services. We will only do this with your consent.

Legal Authorities: We may disclose your information to legal authorities if required by law or legal process.

Text Messaging Data:

When you join our SMS program we collect and keep limited data needed to run the program and to show proof of consent.

What we collect for SMS: mobile number, consent status, the page or form where you opted in, timestamp, IP address, user agent, opt in method, keyword replies such as JOIN, START, STOP, HELP, message logs with time and content, delivery status and carrier metadata

How we use it: send and manage messages, confirmations, reminders, and promotions, provide support, prevent fraud and abuse, maintain proof of consent and opt out

Sharing: we share SMS data with messaging vendors and carriers to deliver messages and comply with their rules, this can include The Campaign Registry, our CSP or DCA, and mobile carriers, we require these providers to protect the data and use it only to provide the service

Retention: we keep consent and opt out records for at least four years after the last message, or longer if the law requires it

Your choices: reply STOP to opt out, reply HELP for help, you can also email support@hivergentai.com or call +1 469 270 7433 to update or delete your SMS data

No sale: we do not sell your SMS data

Text Messaging Data:

When you join our SMS program we collect and keep limited data needed to run the program and to show proof of consent.

What we collect for SMS: mobile number, consent status, the page or form where you opted in, timestamp, IP address, user agent, opt in method, keyword replies such as JOIN, START, STOP, HELP, message logs with time and content, delivery status and carrier metadata

How we use it: send and manage messages, confirmations, reminders, and promotions, provide support, prevent fraud and abuse, maintain proof of consent and opt out

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No sale: we do not sell your SMS data

Data Security:

We take reasonable measures to protect your information from unauthorized access, use, or disclosure. However, no data transmission over the internet or electronic storage method is 100% secure.

Your Choices:

You may access, update, or delete your personal information by contacting us at *support@hivergentai.com*. You may also opt out of receiving marketing communications from us by following the unsubscribe instructions in our emails.

Children's Privacy:

Our Site and services are not intended for children under the age of 13. We do not knowingly collect personal information from children under 13.

Changes to this Privacy Policy:

We may update this Privacy Policy from time to time. We will post any changes on this page.

Contact Us:

If you have any questions about this Privacy Policy, please contact us at:

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