

BeBetween

Privacy Policy

How BeBetween collects, uses, shares, retains, and protects information

RC2 | Effective August 5, 2026

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Public document

This Privacy Policy explains how BeBetween.ai Corp. collects, uses, discloses, retains, and protects personal information through the BeBetween application, website, and related services.

Our Commitment to Privacy

BeBetween is designed to help people capture and organize important communications while respecting the sensitivity of their conversations and customer relationships. We use service providers that support the product, configure our AI providers for zero data retention and no model training, and provide users with account-deletion controls.

How We Collect Information

BeBetween collects information directly from users when they create or manage an account; through permissions users grant, including Contacts and Notifications; from calls, voicemails, files, and other content submitted to or processed through the Service; from user-authorized integrations such as Wise Agent; automatically through product analytics, diagnostics, and security systems; and from service providers acting on BeBetween's behalf.

1. Information We Collect

Account and Contact Information

- Name, email address, telephone number, account identifiers, authentication information, and account preferences.
- Address-book contacts when you grant Contacts permission, including names, telephone numbers, email addresses, and related contact details.

Communications and User Content

- Raw call recordings and voicemail audio.
- Transcripts, summaries, extracted details, notes, follow-up tasks, and other AI-generated or user-generated content.
- CRM contacts, notes, call logs, and related information that you authorize BeBetween to retrieve from or send to Wise Agent or another supported integration.
- Information about call participants and other individuals contained in communications, even when those individuals do not have BeBetween accounts.

Usage, Diagnostics, and Device Information

- Product-interaction and usage events collected through PostHog.
- Crash data, error details, structured logs, diagnostics, and performance tracing collected through Sentry.
- User IDs and email addresses included in PostHog and Sentry events, making that data linked to the user.
- Device, operating-system, app-version, timestamp, and session information reasonably necessary to operate, secure, analyze, and troubleshoot the Service.
- BeBetween does not intentionally collect or use IP addresses in its own application logic. Service providers may receive IP addresses incidentally when devices communicate with their systems.

2. iOS Permissions

The current iOS release requests only the following permissions:

Permission	Purpose
Contacts	Identify and match contacts and support user-authorized CRM workflows.
Notifications	Provide processing updates, summaries, reminders, follow-up alerts, and service notices.

The current release does not request access to precise location, camera, photos, calendars, or Bluetooth. If app functionality changes, this Policy and App Store disclosures will be updated.

3. How We Use Information

- Create and secure accounts and authenticate users.
- Store, process, transcribe, analyze, and summarize calls and voicemails.
- Generate structured data, notes, reminders, and follow-up suggestions.
- Provide user-authorized CRM synchronization and transactional email.
- Operate, maintain, debug, secure, and improve the Service.
- Measure product usage and performance.
- Respond to support, privacy, legal, and security requests.
- Comply with law, enforce agreements, and protect users, BeBetween, and others.

4. Service Providers and Disclosures

Provider	Purpose / information handled
Supabase	Primary data platform: PostgreSQL database, authentication, and storage of call recordings. Hosted in U.S.-West region-1.
Fly.io	Backend application hosting in the San Jose region.
ElevenLabs	Speech-to-text transcription using Scribe v2. Configured for zero data retention and no model training.
Anthropic	Structured call-data extraction and AI summaries through Claude. Enterprise configuration with zero data retention and no model training.
Wise Agent	User-authorized CRM contact search, creation, updates, notes, and call-log entries.
Loops	Transactional email only.

Provider	Purpose / information handled
PostHog	iOS product analytics and event tracking; events may include user ID and email and are linked to the user. Not used for advertising tracking.
Sentry	iOS and backend error tracking, diagnostics, logs, and performance tracing; events may include user ID and email and are linked to the user. Session replay is disabled. Not used for advertising tracking.
Apple	App distribution and native authentication services, as applicable.

BeBetween requires service providers that process personal information on its behalf to use appropriate safeguards and provide protections consistent with this Privacy Policy, applicable law, and BeBetween's contractual requirements.

We may also disclose information when required by law; to investigate fraud, abuse, or security incidents; to protect rights and safety; or in connection with a financing, merger, acquisition, reorganization, or sale of assets, subject to appropriate protections.

5. AI Processing

BeBetween sends relevant audio, transcript, or communication content to ElevenLabs and Anthropic to provide requested transcription and AI features. ElevenLabs is configured for zero data retention and no model training. Anthropic is used under an enterprise configuration with zero data retention and no model training. BeBetween does not authorize either provider to train models on customer calls, voicemails, transcripts, or summaries.

6. Data Retention and Deletion

Raw calls, voicemails, transcripts, summaries, and associated account content are retained indefinitely while an account remains active, unless the user deletes content or requests deletion. When an account is deleted, BeBetween deletes or de-identifies associated personal information from active systems, except where retention is required or permitted for legal, security, fraud-prevention, dispute, or accounting purposes. Residual backup copies are automatically deleted within 30 days. Information previously transferred to Wise Agent or another user-authorized third-party service may remain subject to that service's retention and deletion practices.

7. Account Deletion and Privacy Requests

Users may initiate deletion of their entire account and associated data through the account-deletion option in the app's account settings. Users may also contact Privacy@bebetween.com. We may verify identity before completing a request. We will provide confirmation when deletion is complete or explain any information that must be retained by law.

8. Security

BeBetween uses administrative, technical, and organizational safeguards designed to protect information. Current measures include native Apple authentication services, secure credential storage through Apple Keychain, JWT-based authentication, encryption of OAuth tokens at rest using Fernet, access controls,

error monitoring, and encrypted network communications. No system is completely secure, and we cannot guarantee absolute security.

9. Your Choices and Rights

- Grant or deny Contacts and Notifications permissions through iOS settings.
- Disconnect supported CRM integrations.
- Request access, correction, deletion, or a copy of personal information, subject to applicable law.
- Initiate account deletion within the app.
- Contact us to revoke consent where processing is based on consent.

Depending on where you live, you may have additional rights, including rights to know, access, correct, delete, obtain a portable copy, restrict or object to certain processing, or appeal a denied request. BeBetween does not sell personal information and does not use personal information for cross-context behavioral advertising or advertising tracking.

10. Children

The Service is not intended for children under 18, and BeBetween does not knowingly collect personal information from children under 18. Contact us if you believe a child has provided information.

11. International Processing

BeBetween is based in the United States. Supabase data is hosted in U.S.-West region-1 and the backend application server runs through Fly.io in the San Jose region. Service providers may process information in other locations according to their infrastructure and contractual commitments. If you access the Service from outside the United States, please be aware that your information will be transferred to, stored, and processed in the United States. By using the Service, you consent to this transfer and acknowledge that data protection laws in the United States may differ from those in your home jurisdiction.

12. Changes to This Policy

We may update this Policy to reflect changes in the Service, law, or data practices. We will post the updated Policy and revise the effective date. Where required, we will provide additional notice or request consent.

13. Contact Us

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