

Privacy Policy

Last updated: December 5, 2025

1. Introduction

Companion Labs, operated by **AI LABZ LIMITED** ("Company," "we," "us," or "our"), is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our platform, mobile applications, or any related services (collectively, the "Service").

By using the Service, you consent to the data practices described in this policy. If you do not agree with our policies and practices, please do not use the Service.

2. Information We Collect

We collect several types of information from and about users of our Service:

Account Information

- Email address
- Display name and username
- Profile picture (if provided)
- Password (stored in encrypted form)
- Authentication tokens from third-party login providers (Google, GitHub)

User-Generated Content

- Chat messages and conversation history with AI companions
- Voice messages and call recordings (if enabled)
- Images and media you share
- Character creations and customizations
- Memories extracted from conversations

Usage Data

- Device information (device type, operating system, browser type)
- IP address and approximate location
- Feature usage and interaction patterns
- Credit usage and transaction history
- Session duration and frequency of use

Camera and Microphone Data

If you enable camera or voice features, we process video and audio data to provide real-time interactions with your AI companions. This data is processed in real-time and is not permanently stored unless you explicitly save a recording.

3. How We Use Your Information

We use the information we collect to:

- Provide, maintain, and improve the Service
- Create and manage your account
- Process transactions and manage your credit balance
- Enable AI companions to remember context and maintain conversations
- Personalize your experience and provide relevant features
- Send you service-related communications and updates
- Respond to your inquiries and provide customer support
- Detect, prevent, and address technical issues and security threats
- Enforce our Terms of Service and protect against misuse
- Comply with legal obligations

4. AI Processing and Third-Party Services

[Important: Third-Party AI Providers](#)

To provide AI companion functionality, your conversations and content are processed by third-party AI service providers. This processing is necessary for the core functionality of the Service.

Our Service uses the following types of third-party providers:

- **AI Model Providers:** OpenRouter (providing access to hundreds of AI models from various providers)
- **Voice Services:** Fish Audio for voice synthesis and speech recognition
- **Image Generation:** Various providers for image and video generation
- **Infrastructure:** Supabase for database and authentication services
- **Payment Processing:** Third-party payment processors for credit purchases

Each third-party provider has their own privacy policies governing their use of data. We encourage you to review their policies. We select providers that maintain appropriate security standards, but we cannot guarantee the practices of third parties.

5. Data Retention

We retain your data as follows:

- **Account Data:** Retained while your account is active and for a reasonable period after deletion
- **Conversation History:** Retained indefinitely while your account is active to enable memory features
- **Usage Logs:** Retained for up to 12 months for analytics and security purposes
- **Payment Records:** Retained as required by law (typically 7 years)

Account Inactivity

Credits expire after 90 days of account inactivity. Accounts that remain inactive for extended periods may be subject to deletion, including all associated data.

6. Data Sharing and Disclosure

We may share your information in the following circumstances:

- **Service Providers:** With third-party vendors who perform services on our behalf (AI processing, payment processing, hosting)
- **Legal Requirements:** When required by law, court order, or governmental authority
- **Safety and Security:** To protect the safety, rights, or property of Companion Labs, our users, or the public
- **Business Transfers:** In connection with a merger, acquisition, or sale of assets
- **With Your Consent:** When you direct us to share information

We do **not** sell your personal information to third parties for marketing purposes.

7. Data Security

We implement appropriate technical and organizational measures to protect your personal information, including:

- Encryption of data in transit (TLS/SSL)
- Encryption of sensitive data at rest
- Access controls and authentication requirements
- Regular security assessments and monitoring
- Secure cloud infrastructure with reputable providers

However, no method of transmission over the internet or electronic storage is 100% secure. While we strive to protect your information, we cannot guarantee absolute security.

8. Your Rights and Choices

Depending on your location, you may have certain rights regarding your personal information:

- **Access:** Request a copy of the personal information we hold about you
- **Correction:** Request correction of inaccurate or incomplete information
- **Deletion:** Request deletion of your personal information (subject to legal retention requirements)
- **Data Portability:** Request a copy of your data in a portable format
- **Opt-Out:** Opt out of certain data processing activities

To exercise these rights, please contact us at support@companion-labs.com. We will respond to your request within 30 days.

9. Cookies and Tracking Technologies

We use cookies and similar tracking technologies to:

we use cookies and similar tracking technologies to:

- Maintain your session and authentication state
- Remember your preferences and settings
- Analyze usage patterns and improve the Service
- Prevent fraud and enhance security

Essential Cookies: Required for basic functionality and cannot be disabled.

Analytics Cookies: Help us understand how users interact with the Service. You can opt out of analytics cookies through your browser settings.

10. Children's Privacy

Age Restriction

The Service is not intended for users under 18 years of age. We do not knowingly collect personal information from children under 18.

If we become aware that we have collected personal information from a child under 18, we will take steps to delete that information promptly. If you believe we may have collected information from a child under 18, please contact us immediately.

11. International Data Transfers

Your information may be transferred to and processed in countries other than your own, including the United States. These countries may have data protection laws that differ from those in your country.

By using the Service, you consent to the transfer of your information to the United States and other countries where we or our service providers operate.

12. California Privacy Rights (CCPA)

If you are a California resident, you have additional rights under the CCPA:

- Right to know what personal information is collected, used, shared, or sold
- Right to delete personal information held by businesses
- Right to opt-out of sale of personal information (we do not sell personal information)
- Right to non-discrimination for exercising your privacy rights

To exercise your CCPA rights, contact us at support@companion-labs.com.

13. European Users (GDPR)

If you are located in the European Economic Area (EEA), you have additional rights under GDPR:

- Right to access your personal data
- Right to rectification of inaccurate data
- Right to erasure ("right to be forgotten")
- Right to restrict processing
- Right to data portability
- Right to object to processing
- Rights related to automated decision-making

Our legal bases for processing include: consent, performance of contract, legitimate interests, and compliance with legal obligations.

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of any material changes by posting the new Privacy Policy on this page and updating the "Last updated" date.

Your continued use of the Service after any changes constitutes acceptance of the updated Privacy Policy. We encourage you to review this page periodically.

15. Contact Us

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

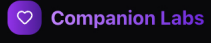
AI LABZ LIMITED

Privacy Inquiries: privacy@companion-labs.com

General Support: support@companion-labs.com

For data protection inquiries in the EU, you may also contact your local data protection authority.

Please also review our [Terms of Service](#) for additional information about your use of the Service.



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