Privacy Policy

Version 1 (Current)

Effective October 28, 2026

This Privacy Policy explains how Vybose LLC ("Vybose," "we," "us," or "our") collects, uses, and shares personal information when you visit vybose.com, contact us, use our services, or communicate with a business that uses a Vybose connection service such as Vnique Social Connect.

Summary

- Vybose provides business-technology services and the Vnique software, including connection services that link a business's Facebook, Instagram, and email accounts to that business's own systems.
- When a business connects an account, we pass messages between the platform and the business's system. We do not retain message content after it is delivered, except for a temporary hold of up to 24 hours when the business's system cannot receive it.
- We do not sell personal information.
- To make a privacy request or ask for deletion, email legal@vybose.com. Our Data Deletion Instructions explain the steps for connected accounts.

1. Who this policy covers

This policy has three parts:

- **Part A** covers visitors to vybose.com and people who contact us.
- **Part B** covers businesses that use our services ("Customers") and the people they authorize to use them ("authorized users").
- **Part C** covers accounts that a Customer connects through our connection services, and the people whose messages pass through those connections.

Our role. For Parts A and B, we decide how and why personal information is used. For Part C, we process personal information on behalf of the Customer that connected the account. The Customer decides how its messages and records are used and is responsible for its own practices, which this policy does not describe. If you sent a message to a business and want to access or delete it, contact that business. We will assist the business as described in this policy.

Part A. Website visitors and people who contact us

Information you provide. Our inquiry forms ask for your name, email address, message, and an optional business or practice name. Guide requests ask for your name, email address, phone number, dialing region, and permission to receive the guide and occasional promotional emails. A separate, optional checkbox offers recurring promotional text messages. We record each choice, the notice shown, and when you made it. Emails, calls, and later conversations may include other details you choose to share.

How we use it. We use this information to respond to you, understand your needs, assess fit, discuss and manage proposed work, deliver requested guides, prevent abuse, and follow up. The email notice on a guide request permits occasional promotional emails. The separate, optional SMS notice permits recurring automated promotional and marketing text messages to the number you provide; declining SMS does not prevent guide delivery. You may withdraw permission at any time by emailing legal@vybose.com. For text messages, reply STOP to cancel or HELP for help.

Please do not send sensitive information. A general description of your business question is enough. Do not send patient records, financial account credentials, identity documents, or other sensitive information through our forms.

Website operation. Our website, forms, analytics, security checks, and email depend on service providers that host and deliver the site, process form submissions, prevent abuse, measure traffic, and send and receive email. These providers receive the information needed to perform those functions, such as network and browser information sent with each request and the details you submit. Our Cookie Policy describes cookies and similar technologies.

Text messages. Mobile information will not be shared with third parties or affiliates for marketing or promotional purposes. Text-message opt-in data and consent will not be shared with any third parties, except service providers that operate and support our messaging program.

Retention. We keep Part A information for as long as needed for the purposes above, including until you unsubscribe or ask us to delete it, and as needed to meet legal, accounting, and recordkeeping obligations. We may keep a minimal record of an opt-out so that we can honor it.

Part B. Customers and authorized users

Information we receive. When a business signs up or is onboarded, we receive business contact details (such as names, work email addresses, phone numbers, and job roles), account credentials and sign-in records, contract and billing information, and support requests. When people use our services, we also receive security and usage information, such as IP address, browser and device type, time, and actions taken.

How we use it. To provide, secure, support, and bill for our services; to communicate about our services, including security and policy notices; to prevent fraud and abuse; to comply with law; to enforce our agreements; and to operate and improve our services. We may tell Customers about similar Vybose services, and they may opt out at any time.

Retention. We keep Part B information for the duration of the relationship and afterward as needed for the purposes above and to meet legal, accounting, and recordkeeping obligations.

Part C. Connected accounts and messages

How a connection works. A person authorized by a Customer signs in to the connection service with the relevant platform account (for example, Facebook, Google, or Microsoft), chooses which accounts to connect, and grants the permissions shown on the platform's consent screen. We then receive notifications from the platform, route them to the Customer's own system, and pass the replies that the Customer's system sends back to the platform.

Information we receive. Depending on the platform and the permissions granted, we may receive:

- information about the person who connects an account, such as their platform user ID, name, and the permissions granted;
- information about the connected account, such as a Page, Instagram professional account, or mailbox identifier and name, and the access token the platform issues;
- messages and related events, such as the sender's identifier, message text, attachments or links, timestamps, and delivery and read status; and
- where the platform makes them available and the sender has made them available, the sender's name and profile picture.

What we retain.

- **Message content.** We do not retain message content after it is delivered to the Customer's system. If the Customer's system cannot receive a message, we may hold it for up to 24 hours to retry delivery, and then delete it.
- **Access tokens and account identifiers.** We keep these until the Customer disconnects the account or the platform revokes access, and then delete them within 30 days.
- **Activity records.** We keep limited records of connection activity, such as event type, time, account identifier, and delivery result, for a limited period for operations, security, and troubleshooting.

How we use it. Only to provide the connection to the Customer, including verifying, routing, and delivering messages and replies; maintaining and revoking access; troubleshooting; preventing fraud and abuse; and complying with law and with the terms of the platforms involved. As those platform terms require, we do not sell this information or use it for advertising or profiling.

Google user data. Vybose's use and transfer to any other app of information received from Google APIs will adhere to the Google API Services User Data Policy, including the Limited Use requirements.

Disconnecting. A Customer can disconnect an account at any time. A person who connected an account can also remove our access in their platform account settings (for Facebook, under Settings, then Business Integrations). When access is removed, we stop using the account and delete the stored access token and identifiers as described above.

Health information. Our services are not intended for protected health information unless Vybose and the Customer have signed a business associate agreement. Where one is in place, we handle protected health information as that agreement requires.

2. How we share information

We share personal information only:

1. with the Customer whose account or message it relates to;
2. with service providers that perform services for us, under terms that restrict their use of the information;
3. with the platform a Customer chooses to connect, as part of the connection;
4. when we believe in good faith that the law requires it, or to protect the rights, property, or safety of Vybose, our Customers, or others; and
5. in connection with a merger, acquisition, financing, or sale of all or part of our business.

We do not sell personal information or share it for cross-context behavioral advertising.

3. Security

We use reasonable administrative, technical, and physical safeguards designed to protect personal information. No method of transmission or storage is completely secure, and we cannot guarantee security. Our Security Overview describes our approach.

4. Your choices and requests

You may ask to access, correct, or delete personal information we hold about you by emailing legal@vybose.com. Tell us which part of this policy your request concerns. We may need to verify your identity before acting, and we may decline a request where the law permits. We respond within 45 days, and we may extend that period where the law allows. If your information reached us through a Customer's connected account, we will direct your request to the Customer and assist it as required.

5. State privacy rights

Depending on where you live, you may have additional rights under state law, such as the right to know, access, correct, or delete personal information, and the right to appeal a decision about your request. To exercise any right that applies to you, email legal@vybose.com. If we decline your request, you may appeal by replying to our decision. We will not discriminate against you for exercising your rights.

6. Children

Our services are intended for businesses and are not directed to anyone under 18. We do not knowingly collect personal information from children. If you believe a child has given us personal information, email legal@vybose.com and we will delete it.

7. Where information is processed

Vybose is based in the United States, and we offer our services to businesses in the United States. Our service providers may process information in the United States and in other countries where they or their networks operate.

8. Changes to this policy

We may update this policy from time to time. We will post the updated version on this page with a new effective date. Where the law or a platform's terms require it, we will provide additional notice or obtain consent.

9. Contact us

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