

Assistant AI Privacy Policy

Effective date: 12/09/25

Last updated: 12/09/25

This notice explains how **Kalnet4u Ltd TA Tamar Telecommunications** (“we”, “us”, “our”) handles your data when you use our **AI Assistant Service**. It should be read alongside our main [Privacy Policy](#).

1. What this service does

- We record your incoming calls on numbers provided by us.
 - We **do not** make the audio recordings available for you to download or play unless you have Tamar Call Recording enabled on your account
 - We use the recordings to analyse calls.
 - Transcripts are available in your account for **6 months**.
 - The original audio recording is **deleted within 1 week** of processing unless you have Tamar Call Recording enabled.
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2. What data we process

We process:

- The audio of recorded calls.
 - The text transcript, summary & meta data we generate.
 - Phone numbers of callers and recipients.
 - Call details such as time, date, and duration.
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3. How your data is processed

- Recordings are securely captured through our self-hosted telephony platform.
 - We send the recordings to **OpenAI, LLC** (in the USA) to transcribe and summarise the call.
 - The audio file is automatically deleted from our systems within **1 week**.
 - We store the transcript and summary in your customer account for **6 months**.
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4. Why we process this data

We process this data to deliver the service you have purchased. We also rely on **legitimate interest** to help your business keep accurate call records and improve service quality.

5. Sharing and international transfers

We only share recordings with **OpenAI** for transcription.

- OpenAI acts as our **data processor**.
 - We use **Standard Contractual Clauses (SCCs)** to protect your data when transferring it to the USA, [available here](#).
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6. Your responsibilities

- You must inform callers that calls are recorded.
 - You must follow any local rules or regulations about recording calls.
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7. Your rights

Under UK GDPR, you can:

- Access, correct, or delete your personal data.
- Object to or restrict processing.
- Request a portable copy of your data.

Contact us at **hello@tamar.co.uk** to exercise these rights.