

Privacy Policy

Last updated: 30 September 2026 · www.talkproxy.eu

1. Data controller

TalkProxy is operated by Denis Kalugin, a French micro-entrepreneur, SIRET 104 100 094 00010, 153 avenue de Verdun, 06190 Roquebrune-Cap-Martin, France. Privacy contact: myproxyapp@proton.me.

2. Service and individuals concerned

TalkProxy helps users conduct telephone conversations using artificial intelligence. This policy covers website and app users and, where applicable, people contacted by telephone.

3. Data processed

Depending on the features used: name, email, phone and postal address, account identifiers, language and settings; task instructions, dialed numbers, call date, duration, status and results; speech processed in real time, temporary text representations and information needed to continue a task; support requests; IP address, device and app identifiers, security events and diagnostics; billing and transaction details when paid services are enabled.

4. Purposes and legal bases

Account creation, tasks and calls are processed as necessary for contract performance. Accounting and tax records are processed to comply with legal obligations. Security, diagnostics and abuse prevention may rely on legitimate interests subject to necessity and balancing assessments. Support requests rely on contract performance or legitimate interests depending on the request. Processing requiring consent takes place only after valid consent is obtained.

5. Calls and artificial intelligence

TalkProxy does not permanently store audio recordings of calls in its own database. Voice streams and temporary transcripts may be processed by necessary providers during a call. Results and limited information needed to continue tasks may be retained. TalkProxy does not use conversations to train its own AI models. Providers may apply separate retention periods.

6. Call recipients and sensitive information

At the start of a call, the assistant identifies itself as a voice assistant acting on the user's behalf. Recipient information is processed as necessary for the call. Date of birth alone is not special-category data under GDPR Article 9. Health, disability or other special-category data may arise during a task. Processing requires an appropriate legal basis and an Article 9 condition; where explicit consent is required it must be obtained before the relevant processing and may be withdrawn. Accepting this policy alone is not explicit consent.

7. Preventing free-minute abuse

To prevent repeated registrations for free minutes, TalkProxy may process and retain limited data after account deletion: email or a protected derivative, account, device or app identifiers, and records of free-period allocation. A proposed period is 24 months from the last relevant event, subject to documented justification and compliant implementation. This data is not used to restore deleted calls or for advertising profiling.

8. Providers and international transfers

Technical providers include Supabase (accounts and database), Twilio (telephony), OpenAI (voice and AI) and Resend (support notifications). Stripe may be used when payments are enabled. The main Supabase database is in an EU region. Some providers may process data outside the EEA; applicable GDPR transfer mechanisms and safeguards must be used. Details of safeguards are available on request. Personal data is not sold to advertisers.

9. Retention

Account, task and result data is retained while providing the service until deletion, subject to lawful exceptions. Intermediate call data is deleted after the relevant technical processing, subject to necessary results and provider policies. Security logs are kept for no more than 12 months unless a specific incident, legal duty or dispute justifies longer retention. Anti-abuse identifiers follow the period above. Accounting records follow statutory periods. Standard daily Supabase Pro backups without PITR may temporarily contain deleted data until rotation. Provider periods may differ.

10. Deletion and rights

Users can delete tasks and their account in the app. Related information is removed from active systems, subject to limited anti-abuse data, statutory records, legal claims and backup rotation. Where GDPR conditions apply, individuals may request access, correction, erasure, restriction, portability, object to certain processing and withdraw consent. Contact myproxyapp@proton.me. Complaints may be made to the CNIL: www.cnil.fr.

11. Security, cookies and messages

TalkProxy uses proportionate security measures including authentication, access controls and protected connections. Administrative access is limited to service, support and security needs. The website uses only strictly necessary cookies or equivalent technologies; no advertising profiling is planned. Service messages may concern accounts, payments, support, security or important changes.

12. Age, emergencies and changes

The service is for people aged 18 or older. Age confirmation must be implemented before public launch. TalkProxy does not replace direct calls to emergency services and cannot guarantee connection. The current policy and update date are published on the website. Material changes are notified appropriately; new consent is requested before processing where required.

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