

Scout AI // Privacy Policy

Black Box Alchemist LLC // Last Updated: May 2, 2026

1. Introduction

Black Box Alchemist LLC ("Company," "we," "us") operates Scout AI, an artificial intelligence platform for HVAC companies. This Privacy Policy describes how we collect, use, store, and protect information when you use our Service. By using Scout AI, you agree to the practices described in this policy.

2. Information We Collect

2.1 Information You Provide

- Account and billing information: business name, contact name, email address, phone number, billing address, payment method details
- Business data: customer records, appointment schedules, invoices, quotes, work orders, technician notes, voice recordings submitted through Scout AI
- Communications: emails, messages, and support requests sent to our team

2.2 Information Collected Automatically

- Usage data: how you interact with the Service, features used, frequency of use
- Device and connection data: IP address, browser type, operating system
- Call data: inbound call metadata, call duration, caller information (when using the AI Receptionist feature)

2.3 Information from Third-Party Integrations

When you connect third-party services (such as Jobber, Service Titan, QuickBooks, or other platforms), we access data from those services solely to provide the functionality described in our Terms of Service.

3. How We Use Your Information

We use your information exclusively for the following purposes:

- Delivering and operating the Scout AI Service

- Training your Scout AI instance on your business data to improve accuracy and performance for your specific operations
- Processing payments and managing your account
- Communicating with you about your account, service updates, and support
- Improving the reliability and performance of the Service
- Complying with legal obligations

4. How We Do NOT Use Your Information

We want to be explicitly clear about what we do not do with your data:

- We do not sell your data to third parties
- We do not share your data with other Scout AI clients
- We do not use your business data to train models for other clients
- We do not use your data for advertising or marketing purposes unrelated to your account
- We do not provide your data to data brokers or analytics companies

5. Data Ownership

Client retains full ownership of all business data provided to or generated through Scout AI. Your data is your data. Company processes Client data solely as a service provider acting on Client's behalf. Upon termination of the agreement, Company will provide Client with all Client data in a standard format within fifteen (15) days of written request and will delete all copies from Company systems, except as required by applicable law.

6. Data Security

We implement industry-standard security measures to protect your data, including:

- Encryption of data in transit and at rest
- Access controls limiting data access to authorized personnel only
- Closed system architecture: your Scout AI instance operates independently and does not share data with other client instances
- Regular security monitoring and updates

While we take every reasonable precaution, no system is completely secure. We cannot guarantee absolute security of your data.

7. Third-Party Services

Scout AI integrates with third-party services to deliver its functionality. These may include:

- AI model providers (Anthropic, OpenAI, and others) for language processing
- Field service platforms (Jobber, Service Titan) as connected by Client
- Payment processors (Whop, Stripe) for billing
- Communication providers for call handling and messaging
- Technical reference providers (Bluon) for HVAC equipment data

Each third-party service operates under its own privacy policy. We share only the minimum data necessary for each integration to function. When using AI model providers, we utilize enterprise-grade agreements that prevent those providers from using your data for their own training purposes.

8. Data Retention

We retain your data for the duration of your active subscription. Upon termination or cancellation:

- Client data is available for export for fifteen (15) days following termination
- After the export period, Client data is deleted from our systems within thirty (30) days
- Billing and transaction records may be retained as required by law

9. Your Rights

As a Client, you have the right to:

- Access your data at any time through the Service or by written request
- Request correction of inaccurate data
- Request deletion of your data (subject to legal retention requirements)
- Export your data in a standard format
- Revoke access to any connected third-party integration at any time

10. Children's Privacy

Scout AI is a business-to-business service and is not directed at individuals under the age of 18. We do not knowingly collect information from minors.

11. Changes to This Policy

We may update this Privacy Policy from time to time. Material changes will be communicated to Client via email at least thirty (30) days before taking effect. The "Last Updated" date at the top of this policy reflects the most recent revision.

12. Governing Law

This Privacy Policy is governed by the laws of the State of Wyoming.

13. Contact

For questions or requests regarding your data or this Privacy Policy, contact us at arthur@blackboxalchemist.com.

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