Compenra

Privacy policy

Fix Vise LLC · Effective 11 November 2026 · https://compenra.com/legal/privacy

The short version

- Compenra reads and answers messages on the channels **you** connect, and only to run the service for you.
- We **never sell** personal data, never use it for advertising, and never use it to train shared or general-purpose AI models.
- Data from Google, Meta and TikTok is used only for the features described here, under each platform's own rules.
- You can disconnect any channel at any time, and ask us to delete your data — we remove it from live systems within 30 days.

01 Who we are and who this policy covers

Compenra is operated by Fix Vise LLC ("Compenra", "we", "us"). This policy explains what personal data we handle, why, who we share it with and the choices you have. It applies to our website, our application and every integration we offer.

We handle personal data in two different roles:

- **For our customers and website visitors, we are the controller.** This covers your account, billing details, the settings you choose and how you use our website and app.
- **For the people who message a business that uses Compenra, we are a processor (service provider).** The business decides why and how those conversations are handled; we process them on its instructions under our data processing addendum.

If you messaged a business and Compenra replied: that business is responsible for your data. Contact it first to access, correct or delete your information. If you write to us at hello@compenra.com instead, we will pass your request to the business and help it respond.

02 Information we collect

Information you give us

- **Account details:** name, work email, company name, password (stored only as a salted hash) and team members you invite.
- **Billing details:** plan, billing address and tax information. Card numbers are handled by our payment processor; we never see or store them.
- **Knowledge you provide:** website pages, documents, price lists, FAQs and instructions you give your agents.
- **Enquiries:** what you send us in a demo request, a support ticket or an email.

Information from the channels you connect

When you connect a channel we receive the conversations on it and the details needed to reply. The exact data depends on the platform and is listed in Connected platforms. It typically includes message content and attachments, the sender's display name and platform identifier, and delivery status.

Information collected automatically

- **Usage and log data:** pages and features used, actions taken in the app, timestamps, IP address, browser and device type, and error reports.
- **Cookies:** see Cookies.

Information we do not want

Compenra is not designed for special categories of data such as health records, government identifiers or payment card numbers. Please do not instruct your agents to collect them, and tell your customers not to send them in chat.

03 Connected platforms

You choose which platforms to connect, and each connection uses that platform's official sign-in and API. We never ask for your platform password. We request only the permissions a feature needs, and

you can remove a connection at any time (see Deleting your data).

Meta — Facebook, Instagram and WhatsApp

PRODUCT	WHAT WE ACCESS	WHY
Facebook Pages and Messenger	The Pages you select; Messenger conversations; comments on your posts and ads; the sender's name, profile picture and Page-scoped ID; lead form submissions you enable.	To show conversations in your inbox, reply on your behalf, and move a public comment into a private message.
Instagram	The professional account you select; direct messages; story replies and mentions; comments on your posts; the sender's username, name, profile picture and Instagram-scoped ID.	To show and answer direct messages, story replies and comments on your behalf.
WhatsApp Business Platform	Your WhatsApp Business account and phone number; inbound and outbound messages and media; the customer's phone number and profile name; message templates; delivery and read status.	To receive and send WhatsApp messages on your behalf, including approved templates for reminders and follow-ups.

With data received from Meta, we commit that:

- we use it only to provide the messaging features you switched on, as a service provider acting for your business;
- we do not sell it, license it or transfer it to data brokers or advertising networks;
- we do not use it to build or enrich profiles of individuals, or to target advertising;
- we handle it in line with the Meta Platform Terms and the WhatsApp Business terms that apply to it.

You can remove Compenra's access in your Compenra settings or in Facebook under **Settings → Business integrations**.

Google — Gmail, Google Calendar and Google Sheets

PRODUCT	WHAT WE ACCESS	WHY
Gmail	Read: messages and threads in the mailbox you connect, including sender, recipients, subject, body and attachments. Send: the ability to send email and reply from that mailbox.	To show customer emails in your inbox, understand the thread so far, and send the replies you approve or have authorised your agent to send.
Google Calendar	Read: events and free/busy times on the calendars you select. Write: create, change and delete events on those calendars.	To offer customers real availability, book appointments, move them when a customer reschedules, and delete them when a customer cancels.
Google Sheets	Read and write the spreadsheets you select.	To read information you keep in a sheet (for example a price list or stock list) and to write rows you ask for (for example new leads or bookings).

Google API Limited Use disclosure. Compenra'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.

In practice, for Gmail, Calendar and Sheets data this means:

- **Only for the feature you see.** We use Google user data solely to provide and improve the user-facing features described in the table above.
- **No transfers** except where needed to provide those features, to comply with applicable law, or as part of a merger or acquisition with notice to you. Any provider that receives it is bound by the same limits.
- **No advertising.** We never use Google user data to serve, target or measure ads.
- **No AI training.** We do not use Google user data to develop, improve or train generalised or non-personalised AI or machine learning models.
- **AI drafting, disclosed.** To draft a reply or book an appointment, the relevant email, event or row is sent to the AI model providers named on our sub-processors page. They process it only to produce that result for you and may not use it to train their models.

- **No human reading** of your Google data by our staff, unless you give us explicit permission for specific messages (for example in a support request), it is necessary for security purposes such as investigating abuse, or we are required to by law.

You can remove Compenra's access at any time in your Compenra settings or in your Google Account under Third-party apps and services.

TikTok — Business messaging and TikTok Shop

PRODUCT	WHAT WE ACCESS	WHY
TikTok Business messaging	The business account you connect; direct messages; the sender's display name, username and TikTok identifier; comments where you enable comment replies.	To show and answer direct messages and comments on your behalf.
TikTok Shop	The shop you connect; buyer messages to your shop; product listings; and the order, fulfilment and return details TikTok makes available to connected apps.	To answer a buyer's question about a product or their order accurately.

We use TikTok data only to provide these features for the connected business, in line with the TikTok developer and TikTok Shop partner terms that apply. We do not sell it, use it for advertising, or combine it with data from other businesses. You can remove access in your Compenra settings, in TikTok's app permissions, or in TikTok Shop Seller Center.

04 How we use information, and our legal bases

PURPOSE	EXAMPLES	LEGAL BASIS (GDPR / UK GDPR)
Provide the service	Receive messages, generate and send replies, book appointments, write to your connected tools, show conversations in your inbox.	Performance of our contract with you. For end-customer data we act on our customer's instructions as processor.

PURPOSE	EXAMPLES	LEGAL BASIS (GDPR / UK GDPR)
Run your account	Sign-in, billing, service notices, customer support.	Performance of contract; legal obligation for tax and accounting records.
Keep the service safe	Detect abuse, spam and fraud; investigate incidents; enforce our terms.	Legitimate interests in a secure service; legal obligation.
Improve the product	Aggregated statistics on feature use, error rates and response quality.	Legitimate interests. We use aggregated or de-identified data wherever we can.
Communicate with you	Replies to enquiries; product updates. Marketing email only where permitted, with an unsubscribe link in every message.	Legitimate interests or consent, depending on your location.

We do not use personal data for purposes that are incompatible with the ones above without telling you first and, where required, asking for your consent.

05 How AI is used

Compenra's agents use large language models to understand a message and draft a reply. To do that, the relevant conversation and the knowledge you provided are sent to an AI model provider that processes them on our behalf.

- **No training on your data.** We do not use your conversations, or data from Meta, Google or TikTok, to train shared or general-purpose AI models, and our agreements with AI model providers prohibit them from doing so.
- **Your corrections stay yours.** Edits and approvals your team makes are used only to improve the agents in your own workspace.
- **You stay in control.** You set what an agent may say and do, you can require approval before anything is sent, and a person on your team can take over any conversation.
- **No solely automated decisions with legal effect.** Agents answer questions and carry out routine actions within limits you set. Anyone talking to an agent can ask for a human.

06 Who we share information with

We do not sell personal data, and we do not share it for cross-context behavioural advertising. We have not done so in the past twelve months.

We share personal data only with:

- **Service providers (sub-processors)** that help us run Compenra: cloud hosting, AI model providers, payment processing and error monitoring. Each is bound by a written agreement to use the data only on our instructions and to protect it. The current list is on our sub-processors page.
- **The platforms you connect.** When an agent replies, the message is delivered through Meta, Google or TikTok, each under its own privacy policy.
- **Authorities,** when we are legally required to, or to protect the rights, safety and security of our users. We review each request and disclose only what is required.
- **A successor business,** if Fix Vise LLC is involved in a merger, acquisition or sale of assets. The data stays protected by this policy, and we will tell you before it becomes subject to a different one.

07 Security

Your customers' conversations and the accounts you connect are the most sensitive things we hold, and we protect them accordingly:

- **Encryption everywhere.** Data is encrypted in transit with TLS 1.2 or higher and at rest with AES-256.
- **Protected credentials.** The access tokens that link your Meta, Google and TikTok accounts are encrypted separately, are never shown in the app, and are revoked and deleted when you disconnect.
- **Workspace isolation.** Each customer's data is logically separated, and every request is checked against the workspace it belongs to.
- **Least-privilege access.** Only staff who need production access to do their job have it, with multi-factor authentication, and their access is logged and reviewed.
- **Minimal permissions.** We request the narrowest platform permissions that a feature needs, and you choose which Pages, mailboxes, calendars and sheets are connected.

- **Monitoring and testing.** We log security-relevant events, patch dependencies, and test our systems for vulnerabilities.
- **Backups and recovery.** Data is backed up in encrypted form and restoration is tested.
- **Vetted providers and people.** Sub-processors are assessed before we use them, and everyone with access to data is bound by confidentiality obligations.

The same list, with how to report a vulnerability, is on our security page.

If something goes wrong

If we become aware of a breach affecting your data, we will notify the account owner without undue delay, and in any case within 72 hours of becoming aware of it, with what happened, what data was involved and what we are doing about it, and we will support you in notifying regulators and affected people where that is required.

Our commitment, honestly stated

No online service can guarantee absolute security, and we will not claim to. What we commit to is the safeguards above, improving them continuously, and telling you promptly and plainly if they ever fail. You can help by using a strong, unique password and removing team members who no longer need access. To report a vulnerability, write to hello@compenra.com.

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08 How long we keep information

DATA	HOW LONG WE KEEP IT
Conversations and contacts	While your workspace is active, or for a shorter period if you set one. Deleted from live systems within 30 days of you deleting them or closing your workspace.
Data from Google, Meta and TikTok	Only for as long as the connection is active and the data is needed for the feature. When you disconnect, access tokens are revoked and deleted immediately and stored data from that connection is deleted within 30 days, unless you ask us to keep your conversation history.
Account details	For the life of your account, then deleted within 30 days of closure.

DATA	HOW LONG WE KEEP IT
Billing records	For as long as tax and accounting law requires, typically seven years.
Backups	Encrypted backups are overwritten on a rolling basis and fully purged within 90 days.
Security logs	Up to twelve months.
Demo and sales enquiries	Until you ask us to delete them, or 24 months after our last contact.

We may keep data longer only where the law requires it or to resolve a dispute, and only the data needed for that purpose.

09 Deleting your data and disconnecting

You can remove your data at any time, in three ways:

- **Disconnect a channel.** In Compenra, open **Settings → Channels** and choose **Disconnect**. We revoke and delete the access token immediately. You can also remove access from the platform's side: Facebook **Business integrations**, your Google Account's Third-party apps and services, or TikTok's app permissions.
- **Delete conversations or contacts** individually or in bulk from your inbox.
- **Delete everything.** Close your workspace from **Settings → Workspace**, or email hello@compenra.com from the account owner's address with the subject "Delete my data".

We confirm the request, delete the data from live systems within 30 days and from backups within 90 days, and tell you when it is done. Before closing a workspace you can export your conversations and contacts.

If you are a person who messaged a business that uses Compenra, you can ask that business to delete your conversation, or write to hello@compenra.com with the name of the business and the channel you used, and we will route your request.

10 International data transfers

Fix Vise LLC is based in the United States, and we and our providers may process data in the United States and other countries. When we transfer personal data from the European Economic Area, the United Kingdom or Switzerland to a country without an adequacy decision, we rely on the European Commission's Standard Contractual Clauses and the UK International Data Transfer Addendum, together with additional safeguards where needed. You can ask for a copy at hello@compenra.com.

11 Your rights and choices

Depending on where you live, you have the right to:

- know what personal data we hold about you and receive a copy of it;
- correct data that is inaccurate or incomplete;
- delete your data;
- receive your data in a portable format, or have it sent to another provider;
- restrict or object to certain processing, including direct marketing;
- withdraw consent at any time, where we rely on consent;
- not be discriminated against for exercising any of these rights.

To use any of these rights, email hello@compenra.com. We will verify that the request comes from you and answer within 30 days. If we decline a request we will explain why, and you can appeal by replying to that message.

European Economic Area, United Kingdom and Switzerland

You also have the right to complain to your local data protection authority. We would appreciate the chance to resolve your concern first.

United States

Residents of California, Texas and other states with privacy laws have the rights listed above, including the right to opt out of the sale or sharing of personal data and of targeted advertising. We do neither, so there is nothing to opt out of. You may use an authorised agent to submit a request on your behalf.

12 Cookies

Our website and app use only the cookies and local storage needed to run them: keeping you signed in, remembering your preferences and protecting against fraud. We do not use advertising cookies or sell browsing data. If we add analytics or marketing cookies, we will update this policy first and ask for your consent where the law requires it.

13 Children

Compenra is a tool for businesses and is not directed at children. We do not knowingly collect personal data from anyone under 16. If you believe a child has given us personal data, write to hello@compenra.com and we will delete it.

14 Changes to this policy

When we change this policy we update the date at the top. If a change materially affects how we use your data — especially data from Google, Meta or TikTok — we will email account owners before it takes effect and, where the law requires, ask for your consent again.

15 Contact us

Questions, requests and complaints about privacy go to hello@compenra.com, or by post to:

Fix Vise LLC
Attn: Privacy
8765 Royalwood Dr, Fort Worth, TX 76131-3371, USA

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