

Privacy Policy

Last Updated Date: October 12, 2025

Who we are. Sterling Labs, Inc., d/b/a **DraftTheRecord AI** (“DraftTheRecord,” “we,” “us,” or “our”), 149 New Montgomery St, 4th Floor, San Francisco, CA 94105. Privacy and legal contact: yashmr@sterlinglabs.io.

Scope. This Privacy Policy explains how we collect, use, disclose, and protect information in connection with our website and services (the “Services”). The Services are intended for professional use and for individuals **18 years and older**.

U.S. focus; international transfers. Our Services are hosted **primarily in the United States**. If you access the Services from another region, you understand your information may be transferred to, stored, and processed in the United States.

Information we collect

Information you provide. Account/profile information (e.g., name, email, phone number, job title, organization), customer support communications, and case-related information you choose to upload (e.g., audio/video, case notes, and other content).

Information we collect automatically. We collect device and usage information (e.g., IP address, browser type, pages viewed, time on page, referrer/exit pages), session and authentication identifiers, and **first-party** telemetry about feature usage and clickstream.

Cookies, web beacons, and similar technologies. We use cookies (including session cookies that expire when you end the session), local storage, log files, and **web beacons/pixel tags** to operate the site, keep you signed in, measure engagement, and improve the Services. We may also use marketing and email beacons to understand whether communications were opened or links clicked.

How we use information

We use information to: (a) provide, secure, troubleshoot, and improve the Services; (b) personalize experiences; (c) send administrative and product messages; (d) comply with law; and (e) protect the rights, safety, and integrity of users, customers, and the Services.

How we disclose information

Service providers and partners. We work with trusted third parties who perform services for us, such as hosting, storage, analytics, security, email delivery, and customer communications. These companies are contractually required to handle personal information appropriately and only for our business purposes.

Marketing-related service providers. We may disclose **contact and usage/telemetry information** (for example, email address, organization, role, and click/open data) to service providers that help us market or communicate about the Services on our behalf. **We do not send your audio or transcript content to these third parties for marketing purposes.** These providers are required to use the information solely to provide services to us and not for their own independent purposes.

Business transfers. If we engage in a merger, acquisition, financing, or sale of assets, information may be transferred as part of that transaction.

Legal compliance and protection. We may disclose information to comply with law, lawful requests, or legal process, and to protect users, our customers, and the Services.

Subprocessors (non-exhaustive list). We work with infrastructure and platform providers and may update this list from time to time:

- Cloud and storage: **Amazon Web Services** (e.g., S3, EC2)
- Data platform: **Supabase**
- Model and platform vendors used by customers or by us to process content per customer instructions: **OpenAI**, etc

This list is **illustrative, not exhaustive**. We engage additional trusted vendors with appropriate privacy and security practices as needed to deliver the Services and will update our records accordingly.

Retention and deletion

We retain information for as long as needed to provide the Services and for legitimate business or legal purposes. You may request review, updates, or deletion of personal information by contacting yashmr@sterlinglabs.io. Where deletion is requested, we will take reasonable steps to delete or de-identify information, subject to legal holds, disputes, or our backup and archival practices.

Your choices

You can manage cookie and browser settings (which may affect functionality). You may opt out of certain marketing communications at any time; administrative and transactional messages may still be sent.

Security

We use reasonable and appropriate safeguards, including **encryption in transit and at rest**, credential and access controls, and a **minimal-access** approach by personnel who need information to perform their job functions. **No method of transmission or storage is completely secure; you use the Services at your own risk.**

Children

The Services are not directed to or intended for children under 18, and we do not knowingly collect personal information from children.

State privacy disclosures (including California)

We do **not** “sell” or “share” **personal information** as those terms are defined by the California Consumer Privacy Act (as amended). We disclose personal information to service providers for the business purposes described above. California residents may request access, correction, or deletion by contacting yashmr@sterlinglabs.io. We will not discriminate against you for exercising these rights.

Changes to this Policy

We may update this Policy from time to time. Changes are effective upon posting, and we may also notify you via email or in-product notice for material updates.

Contact

Sterling Labs, Inc., d/b/a DraftTheRecord AI
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