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LATAM Enterprise Pack v1.3 (Reissue 2)

Retention & Deletion Policy v1 • Abuse Prevention Terms Insert v1 • LGPD-lite Addendum v1 • ROI Calculator Pack v1 (EN/ES/PT-BR). Code excluded.

Release date: February 28, 2026

Retention & Deletion Policy v1

Defaults: raw audio OFF, raw transcripts OFF, redacted transcripts ON, retention configurable per tenant.

Data Category	Default Storage	Default Retention	Configurable?	Notes
Call audio (raw)	OFF	N/A	Yes	Only if enabled and contract permits
Transcript (raw)	OFF	N/A	Yes	Only if enabled and contract permits
Transcript (redacted)	ON	30 days (default)	Yes (7/30/90/365)	Used for QA/audit evidence bundles
Audit events (append-only)	ON	90 days (default)	Yes (30/90/365)	Minimum needed for integrity and incident response
Billing records	ON	Per billing/legal requirements	Limited	Maintained by billing MoR; no PAN/CVV stored
Security/incident records	ON	365 days (default)	Limited	May be retained longer for legal compliance

Deletion after cancellation (standard)

- After cancellation and any applicable grace period, tenant data is deleted according to configured retention settings.
- Deletion removes data from active systems; backups may persist until rotated.
- Limited records may be retained for billing, dispute resolution, security, and legal compliance.

Deletion/export requests

- Customer may request export/deletion consistent with applicable law and scope.
- Provider verifies authority of requester before fulfilling.

Legal hold

- Deletion may be suspended for records under legal hold until the hold is lifted.
- Provider notifies Customer when legally permitted.

Abuse Prevention Terms Insert v1

EN

- No illegal, deceptive, or harmful calling practices (including robocalling/spam).
- No harassment, hate, or threats.
- No deliberate load attacks, scanning, or automated disruption traffic.
- No unauthorized surveillance or collection of sensitive information.
- Provider may throttle/suspend abusive traffic and terminate affected workflows.

ES-LATAM

- Prohibidas prácticas ilegales o dañinas (incluyendo robocalls/spam).
- Prohibido acoso, odio o amenazas.
- Prohibido tráfico automatizado para sobrecargar/interrumpir.
- Prohibida vigilancia no autorizada o recolección de información sensible.
- El proveedor puede limitar/suspender tráfico abusivo y terminar flujos afectados.

PT-BR

- Proibidas práticas ilegais ou nocivas (incluindo robocalls/spam).
- Proibido assédio, ódio ou ameaças.
- Proibido tráfego automatizado para sobrecarregar/interrromper.
- Proibida vigilância não autorizada ou coleta de informação sensível.
- O provedor pode limitar/suspender tráfego abusivo e encerrar fluxos afetados.

LGPD-lite Addendum v1 (Brazil)

EN

Roles: Customer is controller; Provider is processor.

International transfers: Data may be processed outside Brazil depending on configuration and subprocessors.

Minimization: Redacted transcripts by default; raw audio/transcripts off unless enabled.

Subprocessors: list and change notice policy maintained.

Data subject requests: supported via Customer coordination.

PT-BR

Papéis: Cliente é controlador; Provedor é operador (processador).

Transferências internacionais: Dados podem ser processados fora do Brasil conforme configuração e fornecedores.

Minimização: transcrições redigidas por padrão; áudio/transcrição brutos desligados salvo habilitação.

Subprocessadores: lista e política de aviso de mudanças mantidas.

Direitos do titular: suporte via coordenação do Cliente.

ROI Calculator Pack v1

Input	Symbol	Example	Notes
Named seats (agents)	A	150	Seats billed monthly
Price per seat / month	P	\$39	Tier dependent
Autonomous resolution rate	R	0.55	Measured by case type
COGS per seat / month	G	\$8	Blended infra/usage share

Formulas

- $MRR = A \times P$
- Pilot Month 1 charge = $0.5 \times (A \times P)$
- Gross Profit (monthly) = $A \times (P - G)$

Required disclaimer

EN

ROI estimates are illustrative. Results are not guaranteed and must be validated with Shadow Mode and Pilot evidence bundles.

ES-LATAM

Estimaciones de ROI son ilustrativas. No se garantizan resultados; se validan con Shadow Mode y evidencia del piloto.

PT-BR

Estimativas de ROI são ilustrativas. Resultados não são garantidos; validam-se com Shadow Mode e evidência do piloto.