

Privacy Policy for VoiceBridge AAC

Effective Date: October 1st, 2025 **Last Updated:** August 23rd, 2026

This Privacy Policy applies to all VoiceBridge AAC applications, including **VoiceBridge AAC (Managed)**.

VoiceBridge AAC ("the App", "we", "our", or "us") is designed to help individuals communicate using augmentative and alternative communication (AAC) tools. The App is developed and owned by VoiceBridge, Inc. We designed the App to minimize the collection of personal information, and this Privacy Policy describes in general terms the kinds of information the App handles and how we use it.

1. Information We Handle

- **No VoiceBridge account required.** The App does not require you to create a VoiceBridge account or sign in to use it. Purchases in the public App are handled by Apple through the App Store under Apple's own terms and privacy practices.
 - **Content you create.** Vocabulary sets, grids, tiles, and customizations you make are stored on your device. Some of this content and related technical metadata may be transmitted to and stored on our servers to support App functionality, reliability, troubleshooting, and product improvement.
 - **Personal media.** Photos, videos, and voice recordings you add to the App are stored on your device and are not routinely transmitted to our servers. If you choose to share content with others (for example, sharing a vocabulary set by QR code), the shared bundle may include the content needed for the recipient to use it, such as custom tile images, and is transmitted temporarily through our services to complete the share.
 - **Technical and diagnostic information.** To keep the App working reliably, we may collect technical information such as device type, operating system version, App version, error and diagnostic logs, and related technical metadata. The App uses a random, app-generated installation identifier to organize this technical information; it is generated by the App itself and is not your name, Apple ID, phone number, or advertising identifier. Diagnostic information is technical in nature and is not intended to capture your communication content.
 - **On-device insights.** Certain usage insights (for example, recently or frequently used tiles) are stored and processed on your device to power in-App features and are not part of any routine server-side analytics.
 - **Interactive and session-based features.** The App may offer features that connect a device with another participant or device — for example, Language Sampling, in which a device is intentionally paired with a clinician, caregiver, or other tester. While such a feature is active, the information needed for the feature to work — which may include tile selections, session details, and related content — is transmitted through our services to the other participant and may be stored as part of that session's records. These features operate only when a participant deliberately starts or joins them.
 - **Feedback.** If you choose to send us feedback, we receive the information you submit, which may include your name and contact information if you choose to provide them.
-

2. How We Use Information

We use the information described above to:

- Provide, operate, and improve the App and its features.
 - Maintain reliability, diagnose problems, and fix bugs.
 - Support features you choose to use, such as content sharing and interactive sessions.
 - Respond to feedback and support requests.
 - Protect the security and integrity of our services and comply with legal obligations.
-

3. How Information Is Shared

- We do **not sell** your personal information.
 - We do **not** use third-party advertising networks, and the App does not include third-party advertising or general-purpose marketing analytics SDKs.
 - We use trusted service providers, such as cloud hosting providers, to operate the App and our services on our behalf.
 - Some App features rely on platform or third-party services (for example, the Apple App Store for purchases, operating-system services, software update services, or playing linked online videos). Information handled by those services is governed by their own privacy practices.
 - When you choose to share content — such as sharing a vocabulary set, participating in an interactive session like Language Sampling, or exporting a report — the shared information goes to the recipients you direct it to.
 - We may disclose information if reasonably necessary to comply with law, protect our rights, or protect the safety of users.
-

4. Data Storage, Retention, and Security

- We retain information for as long as reasonably necessary for the purposes described in this Policy, including operating and improving the App and meeting legal or operational requirements.
 - We use industry-standard measures designed to protect stored and transmitted information. However, no method of storage or transmission is completely secure, and we cannot guarantee absolute security.
-

5. Children

The App is often used by children with the support of parents, caregivers, educators, and clinicians. We designed the App to minimize the collection of personal information, and we do not knowingly collect personal information from children beyond what is described in this Policy. If you believe a child has provided us personal information you would like removed, please contact us.

6. Your Choices

- You can add, edit, and delete your content directly in the App at any time.
 - You may contact us to request deletion of information stored on our servers, and we will make reasonable efforts to honor verified requests within a reasonable timeframe. Providing your App installation identifier (available in the App's settings) helps us locate information associated with your device.
 - Optional features that involve transmitting information — such as content sharing, interactive sessions, and feedback — only operate when you choose to use them.
-

7. Changes to This Policy

We may update this Privacy Policy from time to time as the App evolves. When we do, we will update the "Last Updated" date above. Your continued use of the App after an update means the updated Policy applies. We encourage you to review this Policy periodically.

8. Contact Us

If you have any questions or concerns about this Privacy Policy, please contact us at:

- info@vbaac.com
- www.voicebridgeaac.com