

Privacy Policy

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David is provided by **Ergonomy Limited**, a company registered in England and Wales (company no. 17312959) with its registered office at 102 Crawford Street, London, England, W1H 2HR ("we", "us", "our"). This policy explains how we handle personal data. For questions, contact us at privacy@meetdavid.ai.

1. Controller and processor

Our role depends on the data:

- For **account and billing data** (the information we hold to run your account and communicate with you), Ergonomy is the **controller**.
- For personal data processed **through the Service on your organisation's behalf** (the content, documents, and records David works with via your connected tools), your organisation is the **controller** and Ergonomy is the **processor**, acting on your instructions under our [Data Processing Agreement](#).

This distinction matters: this policy describes the data for which we are the controller. Data-subject requests about content processed on a customer's behalf are routed through that customer as controller (see section 7).

2. Information we collect

- **Account and contact data:** name, email address, company name, job title, and details you provide when you sign up or contact us. If you sign in with a Microsoft or Google account, we receive your verified email address, name, and profile picture from that provider and nothing else. If you sign in with an emailed link, we hold the email address it was sent to.
- **Agreement records:** when you accept our agreement at signup we record the time, the network address it was accepted from, and the exact document versions accepted, as evidence of the contract.
- **Billing data:** where you take a paid plan, the billing contact and address, VAT status, and a reference to your payment mandate or card. Card and bank details are entered directly with, and held by, our payment provider (named on our [sub-processor page](#)); we do not store them.
- **Usage and telemetry:** sign-ins, features used, requests made, credits spent, and errors, for security, reliability, billing, and aggregate improvement. The Service also produces per-user usage and adoption statistics for your organisation's administrators (and, where your organisation authorises one, its support partner); those statistics are produced for your organisation as controller.
- **Support and feedback:** support requests, the feedback you give inside the Service, and the diagnostic traces needed to investigate a problem.
- **Customer content (as processor):** data from your connected tools and channels (for example Microsoft 365, Google Workspace, Microsoft Teams, WhatsApp, Xero, or a helpdesk), files, meeting recordings, transcripts, screenshots, and dictation audio that David processes to provide the Service, handled under the [Data Processing Agreement](#).
- **Website:** when you sign up we look up your company on the Companies House public register to verify it. Our forms use a self-hosted proof-of-work check to deter abuse rather than a third-party captcha.

3. How we use information and our lawful bases

- Provide and operate the Service (performance of a contract).
- Keep a record of the agreement you accepted (legitimate interests, and legal obligation where it

applies).

- Secure the Service and prevent fraud and abuse (legitimate interests).
- Improve the Service using aggregated and de-identified data (legitimate interests).
- Bill you and manage payments (performance of a contract).
- Communicate with account contacts about the Service, and market to them (legitimate interests, or consent where required).

We do not sell your personal data.

4. AI providers and sub-processors

To provide the Service we use sub-processors, including AI model providers and the providers behind search, speech, and observability features. Which AI model providers handle your organisation's data follows two choices your organisation's administrators make in David's settings: the AI processing option (UK only, EU only, or all providers) and which models users may run. A provider whose models are not enabled is not engaged for model requests. The providers behind supporting features receive data either by default or only while you use a specific feature such as meeting transcription or dictation, as marked on the sub-processor page. Your organisation controls which models its users can run from David's settings, and can ask us to exclude any supporting vendor, in which case the features that depend on it are switched off. Credentials and integration secrets are never sent to a model; they are used only server-side to authenticate the tools David runs for you. Our AI model providers are contractually barred from training on your data, and our list of sub-processors, with each one's purpose, data location, and engagement basis, is on our [sub-processor page](#). The technical detail, including how long each provider keeps data, is on our [data-residency page](#).

5. International transfers

Each organisation's environment is hosted in the region it chooses; our default is the United Kingdom (London), with EU and US hosting available. AI model requests stay in the UK or the EU where your organisation has chosen that option in David's settings, and otherwise take place with providers in the United States, as set out on the sub-processor page. Where we transfer personal data outside the UK or EEA, we rely on an appropriate safeguard: the UK International Data Transfer Agreement (IDTA), the UK Addendum to the EU Standard Contractual Clauses, or an adequacy decision.

6. Data retention

We keep account and contact data for as long as your account is active and as needed to provide the Service, then for a limited period as required for legal, tax, and audit purposes. Agreement records are kept for as long as the agreement is in force and for the limitation period after it ends. Billing records are kept as long as the law requires. Customer content processed as processor is held, suspended and read-only, for 90 days after the end of the Service, during which your organisation can resume, export it, or ask for earlier deletion; it is then deleted, as set out in the [Data Processing Agreement](#). Usage and telemetry are kept for as long as needed for security and aggregate analysis.

7. Your rights

Under UK GDPR you have the right to access, correct, delete, or export your personal data, to object to or restrict certain processing, and to withdraw consent. To exercise these rights for data we control, contact us at privacy@meetdavid.ai. For content processed on a customer's behalf, end users should route requests through the customer (the controller), which we will assist as processor. You may also complain to the Information Commissioner's Office (ICO) at ico.org.uk.

8. Data isolation

Each customer runs in its own separate environment, with its own database and storage and its own access boundaries. Your data is never shared with or accessible to another customer. See our [security page for technical details](#).

9. Cookies

This website does not use cookies, analytics, or third-party tracking technologies, and we do not load third-party tracking scripts into your browser. The David app and the desktop app use strictly necessary cookies and local storage to keep you signed in and remember your settings; they carry no advertising or third-party tracking. If we introduce cookies or analytics on this website in future (for example, to measure engagement so we can improve the site), we will update this policy beforehand and ask for your consent to any non-essential cookies, as the law requires.

10. Data protection contact

Ergonomy is not required to appoint a Data Protection Officer under UK GDPR Article 37. Our data protection contact is Jack Clinton, co-founder, reachable at privacy@meetdavid.ai or by post at the registered office above. Ergonomy Limited is registered with the Information Commissioner's Office as a controller and processor.

11. Changes and contact

We may update this policy from time to time. Each version is published at its own dated, versioned address and remains retrievable, and we will notify account contacts of material changes. For any questions, contact us at privacy@meetdavid.ai.