

VidDoctor — Combined Privacy Policy & Terms of Service

Effective Date: July 2025

Privacy Policy

1. Introduction

VidDoctor is committed to safeguarding your privacy. This Privacy Policy explains how we collect, use, and protect information when you interact with our Smart AI Virtual Assistant, website, or demo experiences.

2. Information We Collect

We may collect the following information when voluntarily provided: Name, email address, or business contact details; Business social media handles (Instagram/Facebook) for demo verification; Responses provided during demo interactions. We do not collect or store payment card data, health information, or government identifiers.

3. How We Use Your Information

Your information is used to provide access to demo simulations, communicate updates, and improve service performance.

4. Data Storage & Ownership

Demo data may be logged in secure third-party systems for up to 12 months, then deleted. In the full subscription version, all client leads, uploads, and booking requests are stored in the client's own Google account (Sheets/Drive). VidDoctor does not host or back up client-owned data.

5. Data Sharing & Security

We do not sell, rent, or trade your data. Information is processed through trusted third-party platforms such as Facebook, Instagram, Messenger, and secure cloud providers.

6. Your Rights

You may request access, correction, or deletion of your personal data by contacting support@viddoctor.com.

7. Updates

We may update this Privacy Policy as needed. Continued use of our services means acceptance of any updates.

Terms & Conditions

1. Overview

VidDoctor provides simulation-based Smart Assistant experiences through Facebook and Instagram Messenger. These flows are designed to demonstrate automation capabilities for service businesses.

2. Use of Service

Demo previews are for informational purposes only. They do not process real bookings, payments, or client data. Access may be restricted to qualified businesses (e.g., active SMP or service providers with Facebook/Instagram presence).

3. Subscriptions & Payments

Subscriptions are billed monthly or annually through Stripe. Annual plans are a 12-month commitment. Payments are non-refundable once processed. Tier 3 subscriptions require explicit acknowledgement of the 12-month term at checkout.

4. Platform Access

VidDoctor Smart Assistants require ongoing admin access to your Facebook Page and/or Instagram Business Account. If you revoke or change access (e.g., password reset), the assistant disconnects until re-authorized. VidDoctor is not responsible for downtime caused by revoked access.

5. Intellectual Property

All Smart Assistant conversations, logic, scripts, flows, visuals, and demo content are the exclusive property of VidDoctor. You may not copy, record, screenshot, or reproduce demo flows without permission. You may not reverse engineer, resell, or republish any portion of the service.

6. Limitations of Liability

VidDoctor makes no guarantees regarding revenue, client bookings, or business results. VidDoctor is not liable for data loss if you delete or mismanage your own Google accounts connected to the service. Use of demo previews is entirely at your own risk.

7. Indemnification

You agree to indemnify and hold harmless VidDoctor from any claims, damages, or liabilities arising from misuse of the demo or Smart Assistant, violations of third-party platform policies, or business outcomes tied to your accounts.

8. Governing Law

These Terms are governed by the laws of the State of California, USA, where VidDoctor is currently operated. In the event VidDoctor relocates its primary business domicile to Texas, these Terms shall then be interpreted and enforced under the laws of the State of Texas, USA.

For inquiries: support@viddoctor.com