

Privacy statement

Version of October 25, 2026

Voicetask is a service of Yunic B.V., Israël Queridolaan 9, 1948 DJ Beverwijk, KvK 94067228. This statement explains which data we process, why, and what your rights are.

Two roles

For our own customers (businesses with a Voicetask account) we are the controller: we decide which data we need to provide and bill the service.

For visitors to a customer's website who use the chat assistant, that customer is the controller and we are the processor. We only process that data on the customer's behalf, under our data processing agreement.

Customer data

- Account: name, email address, language, role and notification settings.
- Business: company name, Chamber of Commerce number, VAT number and the website you enter.
- Signing in: passkeys (public key only), one-time login codes and recognised devices. We use no passwords.
- Payments: subscription and invoices through Stripe. Card and bank details never reach us.
- Usage: the number of AI requests and tokens per account, for limits and costs.

Legal basis: performance of the contract, and a legal obligation for our records. We keep account data for as long as your account exists and invoices for 7 years (tax retention).

Visitors to websites with the Voicetask assistant

Some of our customers have the Voicetask assistant on their website. If you use it:

- You are talking to an AI assistant (a language model by Mistral AI), not a person. Answers come from the business's own information and may contain mistakes.
- Your questions are sent to our server and to Mistral AI (EU) to produce an answer. We do not store the conversation itself; we only count the number of requests.
- If you leave a message, we pass that message and any contact details you give (such as an email address or phone number) on to the business as a task. The business decides how long it keeps them; completed tasks are deleted after 30 days by default.
- We only use your IP address briefly, in memory, to limit abuse (rate limiting).
- The widget keeps a random session id and your read-aloud setting in your browser's session storage. They are gone when you close the tab. We use no tracking cookies.
- If you use voice, your own browser turns your speech into text. In Chrome and Edge this is done by Google or Microsoft, under your browser's terms.

Please send questions about your data or your rights to the business whose website you visited; they are responsible. We help them with it.

Sharing

We do not sell data. We only use the parties listed on the sub-processors page, each under a data processing agreement. All data is stored in the EU.

Security

Connections are encrypted (HTTPS), signing in works without passwords (passkey or one-time code), and the data of different customers is strictly separated.

Your rights

You have the right to access, rectify, erase, restrict, object to and port your data. Email us at privacy@voicetask.nl; we respond within a month. If you disagree with us, you can lodge a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens).

Changes

We update this statement when the service changes. The date of the latest version is shown at the top.