



Last updated: 14 April 2026

## 1. Who we are

Meet Wendy LTD ("Wendy", "we", "us", "our"), a company registered in England and Wales (company number 17178110), operates the Wendy personal AI assistant service available at app.meetwendy.co.uk and via the Wendy mobile and desktop applications.

We are the data controller for personal data processed under this policy. Our data protection contact is support@meetwendy.co.uk.

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## 2. What data we collect

### Account data

When you create an account, we collect:

- Your email address
- Your name (if provided via Google sign-in)
- Your profile picture URL (if provided via Google sign-in)
- Your account creation date and last sign-in date

### Usage data

As you use Wendy, we collect:

- The messages you send to Wendy and the responses Wendy gives you
- Items you save (films, restaurants, books, holidays, and similar)
- Reminders you set and their completion status
- Settings and preferences (morning brief time, language, theme)
- Feature usage patterns (which tools you use, not the content)
- Device type, operating system, and app version
- IP address (for security and fraud prevention, not for advertising)

### Google Calendar and Gmail data

If you choose to connect your Google account, we access:

- Google Calendar: your calendar events (title, time, description, attendees) so Wendy can help you manage your schedule and find free time
- Gmail: email subjects and sender details to identify bills, order confirmations, and relevant events. We do not read the full body of emails unless you explicitly share content with Wendy in a



conversation

Google OAuth tokens are encrypted with AES-256-GCM before storage. You can disconnect your Google account at any time from Settings.

## Payment data

If you subscribe to Wendy Plus or Pro, payment is processed by Stripe. We store only a tokenised reference to your payment method and your Stripe customer ID. We never see or store your full card number, CVV, or expiry date.

## AI conversation data

The messages you send to Wendy are processed by Anthropic's API to generate responses. These messages may include personal information you choose to share. See section 6 (who we share data with) for details of how Anthropic handles this data.

## Voice data

If you use voice input, audio is processed locally by your browser's Web Speech API and is not sent to our servers. Text-to-speech responses use Google Cloud TTS; the text of Wendy's responses is sent to Google's API to generate audio.

## 3. Why we collect it and our legal basis

Purpose	Data used	Legal basis (UK GDPR)
Providing the Wendy service	Account data, conversation data, Google data	Contract performance (Art. 6(1)(b))
Processing payments and managing subscriptions	Payment data, email address	Contract performance (Art. 6(1)(b))
Remembering your preferences and personalising your experience	Usage data, preferences, conversation patterns	Legitimate interests (Art. 6(1)(f))
Security, fraud prevention, and service integrity	IP address, device data, account data	Legitimate interests (Art. 6(1)(f))
Sending transactional emails (billing confirmations, security alerts)	Email address	Contract performance (Art. 6(1)(b))
Sending product update emails (new features, tips)	Email address	Legitimate interests (Art. 6(1)(f)) with right to opt out



Purpose	Data used	Legal basis (UK GDPR)
Complying with legal obligations (VAT records, GDPR requests)	Account data, billing data	Legal obligation (Art. 6(1)(c))
Improving Wendy with your explicit permission	Anonymised conversation patterns	Consent (Art. 6(1)(a))

## 4. How long we keep your data

Data type	Retention period
Account data	Until you delete your account, then 30 days
Conversation history	Until you delete your account, then 30 days
Saved items (films, restaurants, etc.)	Until you delete them or your account
Billing records	7 years (UK tax law requirement)
Google OAuth tokens	Until you disconnect Google or delete your account
Security audit logs	12 months
Push notification tokens	Until you sign out on the device or delete your account

## 5. Cookies and local storage

We use a small number of cookies and browser storage items to make Wendy work. We do not use advertising cookies or tracking cookies, and we do not sell your data to advertisers. Full details are in our Cookie Policy.

## 6. Who we share data with

We do not sell your data. We share it only with the service providers we need to run Wendy:

Provider	Purpose	Data transferred	Location
Supabase / AWS	Database, authentication, and file storage	All account and usage data	EU (Frankfurt)



Provider	Purpose	Data transferred	Location
Anthropic	AI response generation (Claude API)	Your messages to Wendy and relevant context	USA (Standard Contractual Clauses apply)
Google (OAuth)	Calendar and Gmail access, text-to-speech	OAuth tokens; TTS text of Wendy's responses	USA (Standard Contractual Clauses apply)
Stripe	Payment processing and subscription management	Email address, payment method token	USA / EU (Standard Contractual Clauses apply)
Vercel	Web hosting and serverless functions	Request logs (IP, user-agent), processed transiently	EU / USA (Standard Contractual Clauses apply)
Resend	Transactional email delivery	Email address and email content	USA (Standard Contractual Clauses apply)
Expo (React Native)	Mobile push notification delivery	Device push token	USA (Standard Contractual Clauses apply)

We may also disclose data where required by law, court order, or to protect the rights and safety of Wendy, our users, or others.

## 7. International transfers

Some of our service providers are based outside the UK and European Economic Area, including in the United States. Where we transfer personal data outside the UK, we rely on one of the following safeguards:

- UK adequacy regulations (where applicable)
- UK International Data Transfer Agreements (IDTA) or EU Standard Contractual Clauses (SCCs)
- The provider's participation in an approved certification framework

You can request a copy of the relevant transfer safeguards by emailing [support@meetwendy.co.uk](mailto:support@meetwendy.co.uk).

## 8. Your rights under UK GDPR

Under UK data protection law you have the following rights:



### **Right of access**

You can request a copy of all personal data we hold about you. We will respond within one month.

### **Right to rectification**

You can ask us to correct inaccurate data or complete incomplete data.

### **Right to erasure ("right to be forgotten")**

You can ask us to delete your personal data. We will do so within 30 days, except where we are required by law to retain it (such as billing records for 7 years).

### **Right to data portability**

You can ask us to provide your data in a structured, commonly used, machine-readable format (JSON) so you can transfer it to another service.

### **Right to object**

You can object to processing based on legitimate interests at any time. We will stop processing unless we have compelling legitimate grounds that override your rights.

### **Right to restriction**

You can ask us to restrict processing in certain circumstances, for example while we investigate an accuracy dispute.

### **Right to withdraw consent**

Where we rely on consent (for example, for product improvement), you can withdraw it at any time without affecting the lawfulness of earlier processing.

### **How to exercise your rights**

Email [support@meetwendy.co.uk](mailto:support@meetwendy.co.uk) with your request. We may ask you to verify your identity before we act on a request. We respond within one month; where requests are complex or numerous, we may extend this by a further two months and will tell you why.

### **Right to complain**

If you believe we have mishandled your data, you have the right to lodge a complaint with the Information Commissioner's Office (ICO) at [ico.org.uk](http://ico.org.uk) or by calling 0303 123 1113.

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## **9. Security**

We take security seriously:



- All data is encrypted in transit using TLS 1.2 or higher
- Google OAuth tokens and sensitive credentials are encrypted at rest using AES-256-GCM
- Row-level security (RLS) is enforced on all database tables so users can only access their own data
- We operate an audit log for all sensitive actions (authentication events, data access, changes to integrations)
- We run dependency scans on every code change via our CI pipeline
- We never store card numbers, CVV codes, or other payment credentials

In the event of a data breach that is likely to affect your rights or freedoms, we will notify the ICO within 72 hours and inform affected users without undue delay.

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## 10. Children's data

Wendy is not directed at children under 13. We do not knowingly collect personal data from children under 13. If you believe a child has created an account, please email [support@meetwendy.co.uk](mailto:support@meetwendy.co.uk) and we will delete the account promptly.

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## 11. Changes to this policy

We may update this Privacy Policy from time to time. We will tell you about material changes by email (if you have an account) and by updating the "Last updated" date at the top of this page. Continued use of Wendy after a material change constitutes acceptance of the updated policy.

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## 12. Contact and DPO details

For any privacy-related questions or to exercise your rights:

- Email: [support@meetwendy.co.uk](mailto:support@meetwendy.co.uk)
- Company: Meet Wendy LTD, a company registered in England and Wales (company number 17178110). Registered office: MEET WENDY LTD, Unit 168041, Courier Point, 13 Freeland Park, Wareham Road, Poole, Dorset, BH16 6FH, UK. Contact: [hello@meetwendy.co.uk](mailto:hello@meetwendy.co.uk).

We aim to respond to all privacy enquiries within two business days.

Governing law: This Privacy Policy is governed by the laws of England and Wales. Any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.