



Your Family's Privacy & Security

How FamilyPilot protects your family's information

We understand that sharing your family's schedule means trusting us with information that matters — your kids' activities, your home routines, and your daily life. We don't take that lightly. This document explains exactly how we protect your data, who can see it, and what we will never do with it.

What Information We Collect

We collect only what we need to do the job:

- **Contact information** — Parent names, email addresses, and cell phone numbers.
- **Schedule information** — Events, activities, dates, and times you send us.
- **Children's first names** — So we can label events correctly on your calendar.
- **Communication logs** — A record of messages we've processed, used to improve accuracy over time.

What we don't collect: We never ask for Social Security numbers, financial account details, passwords, or any medical information. Payment processing is handled entirely by Stripe — FamilyPilot never sees or stores your credit card data.

How Your Data Is Stored

Your family's information is stored in Google Workspace — the same secure infrastructure used by millions of businesses, schools, and government agencies worldwide. We don't build or maintain custom databases that could have hidden vulnerabilities. We rely on platforms that are independently audited and certified.

Platform Security Certifications

Google Workspace and Twilio — the two core platforms that power FamilyPilot — are both certified **SOC 2 Type II**. This is an independent, third-party audit that verifies a platform meets rigorous standards for security, availability, and data confidentiality. It's the same certification standard required by many hospitals, financial institutions, and enterprise companies.

All data transmitted between you and FamilyPilot is protected by **TLS encryption** — the same standard used by banks and healthcare providers. Whether you're emailing us a schedule, texting a photo, or receiving your Sunday summary, your data is encrypted in transit.

Who Can See Your Information

- **Our AI system** processes your messages to extract event details and add them to your calendar. It reads only what you send us.
- **Brian Cleveland (founder)** may review a message if there's an issue that needs human attention — for example, if the AI couldn't parse a schedule clearly. This is the exception, not the rule.
- **No one else.** We do not share, sell, or license your family's information to any third party, advertiser, or data broker. Ever.

Two-factor authentication (2FA) is enabled on every system we operate — email, calendar, automation, and SMS platforms. Unauthorized access would require bypassing multiple independent security layers.

Your Family Calendar

We create a private Google Calendar for your family. Here's what you should know about how it's protected:

- The calendar subscription link we send you contains a unique, randomly generated ID. It is not guessable, not searchable, and not published anywhere publicly.
 - Anyone who has the link can view the calendar — so treat it like a password and don't post it publicly. If you ever need it changed, just email us.
 - The calendar is **view-only** for subscribers — no one outside FamilyPilot can add, edit, or delete events.
 - Both parents receive the subscription link and can add it to any calendar app (Apple Calendar, Google Calendar, Outlook, and more).
-

How We Use Your Phone Number

Your cell phone number is used for two purposes only — receiving schedule texts and photos from you, and sending you FamilyPilot reminders (based on your plan). That's it. We do not use your number for marketing, we do not share it with third parties, and you can opt out of texts at any time by replying STOP.

SMS messaging is handled by Twilio, a SOC 2 Type II certified communications platform. Our SMS program is registered with U.S. mobile carriers under the A2P 10DLC program, which requires businesses to verify their identity and intended use before sending messages. This protects you from spam and ensures our messages are legitimate.

Your Rights — Data Deletion

You own your data. If you ever want us to delete everything — your family profile, schedule history, communication logs, and calendar — just email us at hello@familypilot.co and we will permanently delete all of your family's information within 30 days. No questions asked, no hoops to jump through.

Our full Privacy Policy is available at familypilot.co/familypilot_privacy_policy.html.

What We Will Never Do

- Sell or share your family's data with advertisers or data brokers
- Use your schedule information for any purpose other than managing your family calendar
- Store your credit card or payment information (Stripe handles all payments)
- Send you marketing texts or emails without your consent
- Share your children's information with any third party
- Access your email account — we only read what you forward to us

Questions? We're here.

If you have any questions about how we handle your family's information, please don't hesitate to reach out. We'd rather over-communicate than leave you wondering.

- hello@familypilot.co
- (470) 900-0725
- familypilot.co

FamilyPilot™ · hello@familypilot.co · (470) 900-0725 · familypilot.co

We navigate, you enjoy the journey™

Currently serving GA, FL, SC, NC, TN & AL · FamilyPilot LLC · © 2026