Subprocessors

Last updated 27 November 2026 · Operated by Synvora Labs LLC · privacy@k00l.app

These are the third parties that process data on Kool's behalf to run the service. We update this list before adding or replacing one.

Provider	Role	Data
Cloudflare	Infrastructure: compute, database (D1), media storage (R2), real-time rooms, Workers AI (moderation, translation, captions, speech-to-text), calls/live (Realtime + TURN), usage events, CDN/WAF	Account data, user content, usage events, security logs, IP addresses
Anthropic	Pufy, the assistant: answers, summaries, drafts and memory; @Pufy in chats; automatic translation of messages you send, if you allow AI providers; Pufy for Business replies	What you ask, your Pufy conversation, and the content Pufy reads to answer (chats, emails, meetings, notes, orders, pictures you add, and on iPhone and iPad phone contacts, rounded location, calendar, reminders and alarms)
ElevenLabs	Pufy's voice and AI dubbing of clips the creator chose to dub	Text to be spoken; the clip to be dubbed (deleted from ElevenLabs when the dub is done)
Sync.so	Lip-sync for AI-dubbed clips	The dubbed clip
Sentry	Crash and error reports from the iPhone, iPad, Mac and Android apps and from our servers	Technical error details, app version, device model and system version, and the address of a failed request; no message content
PostHog	Product analytics (United States)	Usage events from the iPhone, iPad and Mac app with a one-way code in place of your account ID; no IP address, no content
Resend	Sending our transactional emails (sign-in codes, security/account notices)	Recipient email + service-email content
Sinch	Text messages that verify a phone number you add	Your phone number and the code
Google	Sign in with Google; Gmail and Google Calendar if you link them; Firebase Cloud Messaging for notifications on Android; Google Maps Platform for Pufy's places, routes and weather; Google Play billing for purchases on Android	Sign-in identity; your linked mail and calendar, as you direct (Limited Use); push token and notification content; place, route and location queries; purchase records
Apple	Sign in with Apple; Apple Push Notification service; App Store distribution and in-app purchases; public music catalog	Sign-in identity; push token and notification content; purchase records; no personal data for music
Stripe	When available: Shop checkout, saved cards and payouts to sellers and creators	Buyer payment details (entered on Stripe's pages); seller and creator identity and bank details; order amounts
Shippo	When available: shipping labels and tracking for Shop orders	Buyer's name, delivery address and phone number; seller's ship-from address
GIPHY, TMDB, Spotify	GIF search; movie and TV cards; song links	The search text or title only, sent by our servers, never your account
Brandfetch	Company logos shown in the app	Your device's IP address and the website whose logo is shown

Telegram	Only if you contact Kool support through Telegram	Your Telegram name and the messages and photos you send to support

We use **no** advertising networks, advertising SDKs or data brokers. Kool never sees or stores card details: Apple, Google and Stripe process payments. Anthropic, ElevenLabs and Google Maps Platform act as our service providers under contract, and process data only to provide the service to us.

Business customers with a DPA can request 30 days' advance notice of subprocessor changes by emailing privacy@k00l.app.
