



# PELICAN – PRIVACY POLICY

Last updated: 5 May 2026

## 1. INTRODUCTION

Welcome to Pelican. Pelican is the product name of the SaaS platform operated and supplied by Bebo Limited (“Bebo”, “we”, “us”, or “our”). We respect your privacy and are committed to protecting your personal data.

This Privacy Policy explains how we collect, use, and protect personal data when you use the Pelican web and mobile applications (the “Service”). Pelican is a B2B (business-to-business) platform designed for Business Users (our “Clients”).

If you are an employee or contractor of a Client, or a customer of one of our Clients, this policy explains how we process your data on the instructions of that Client.

Where Bebo processes personal data on behalf of a Client, it does so as a processor acting on the Client’s documented instructions, as further described in the Data Processing Addendum forming part of the Master Terms of Service.

## 2. THE DATA WE COLLECT

We may collect, use, store, and transfer different kinds of personal data about you, which we have grouped together as follows:

**Identity Data:** First name, last name, job title, and username.

**Contact Data:** Billing address, service addresses, email address, and telephone numbers.

**Financial Data:** Payment card details and billing history (processed via our third-party provider, Stripe).

**Device Data:** IP address, device type, operating system, and unique device identifiers (IMEI/MAC).

**Content Data:** Information you upload to the platform, including project notes, photos of work, and Audio Data (voice commands captured for the AI Assistant).

**Location Data:** Real-time geographic location of devices used by field operatives (via GPS technology).

**Usage Data:** Information about how you use our App and website.

## 3. HOW WE USE YOUR DATA

**Processing as Processor** (on Client Instructions)

Where Bebo processes personal data on behalf of a Client, it does so as a processor acting on the Client’s documented instructions, including for the following purposes:

**To Provide the Service:** Including account management, job scheduling, invoicing, and operational workflows.

**AI Assistant Functionality:** Including processing voice commands and generating draft content within the Service.

**GPS Tracking:** GPS and location-based features enabled by the Client.

Support: Customer support and technical assistance.

**Processing as Controller**

Account administration, billing, and subscription management.

Ensuring the security, availability, and integrity of the Service.

Using fully and irreversibly anonymised and aggregated data to maintain, develop and improve the Service, including AI assisted functionality.

Compliance with legal and regulatory obligations.

## 4. LEGAL BASIS FOR PROCESSING

**Performance of a Contract:** To provide the core functionality of the Service as agreed with the Client, including job management, scheduling, navigation support, and operational communications.

**Consent:** For optional or enhanced features involving the capture of audio data (voice commands) and precise geographic location data (GPS), where such processing goes beyond what is strictly necessary for core service delivery. Consent may be withdrawn at any time via device settings; however withdrawal may result in certain features being unavailable.

**Legitimate Interests:** To improve our services and ensure the security of our platform.

**Legal Obligation:** To comply with tax, accounting, or regulatory requirements.

## 5. DATA SHARING & SUB-PROCESSORS

We do not sell your data. We share data with trusted third-party sub-processors only to the extent necessary to provide the Service:

**Cloud Hosting:** (e.g., AWS or Microsoft Azure) for data storage.

**Payment Processing:** Stripe Payments Europe Ltd.

**AI Transcription:** Third-party providers who convert your voice commands into text and intent (e.g., OpenAI or Azure AI). Where third-party AI service providers are used, such providers act solely as sub-processors on Bebo’s instructions. Client Data, including audio data, transcripts, prompts, and AI-generated output, is not used by such providers to train or improve their general-purpose artificial intelligence models, except where such data has been fully and irreversibly anonymised and is processed in accordance with applicable data protection laws and contractual safeguards.

**Communication:** Email and SMS gateway providers for transactional notifications.

## 6. INTERNATIONAL TRANSFERS

Details of Bebo’s current authorised sub-processors and their processing locations are set out in the Data Processing Addendum. Where sub-processors process personal data outside the UK or EEA, such transfers occur subject to appropriate safeguards, including Standard Contractual Clauses or the UK International Data Transfer Addendum, and are limited to what is necessary for service delivery.

## 7. DATA RETENTION

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for.

**Active Accounts:** Data is retained for the duration of the subscription.

**Terminated Accounts:** Personal data is retained and deleted in accordance with the Master Terms of Service, subject to applicable legal retention obligations.



## 8. YOUR RIGHTS

Under the UK GDPR, you have the right to:

**Access** your personal data.

**Correct** inaccurate data.

**Request Erasure** ("Right to be Forgotten").

**Object** to or restrict processing.

**Data Portability**.

To exercise any of these rights, please contact us at:

**hello@beboc.co.uk**.

## 9. CHILDREN'S PRIVACY

The Service is a professional tool intended for Business Users.

We do not knowingly collect data relating to children.

## 10. CHANGES TO THIS POLICY

We may update this policy from time to time to reflect changes in law or our AI capabilities. We will notify you of material changes via the App or email.

## 11. CONTACT US

If you have any questions about this Privacy Policy or our privacy practices, please contact:

Data Protection Officer

Beboc Limited

Nortex Business Centre

105 Chorley Old Road, Bolton, BL1 3AS

Email: [hello@beboc.co.uk](mailto:hello@beboc.co.uk)