AI Disclosure Policy

ERIUS PHONE · Version 2.0 · Version 2.0 effective from 15 October 2026

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Every Call in which an ERIUS PHONE Persona takes part is identified as a Call with an artificial-intelligence system, in speech and, wherever the Service sends a picture or shows the call page, on screen. This Policy states how, and what Customers must do.

1. Principle

1.1 A person who speaks with a Persona is entitled to know that they are speaking with an artificial-intelligence system that uses a synthetic voice and, where shown, a synthetic face. This Policy forms part of the Terms of Service; words defined there have the same meaning here.

2. What the Service does

2.1 **Spoken disclosure.** At the start of a Call the Persona states that it is an AI with a synthetic voice and not a human. If the Persona's first reply does not contain that statement, the Service makes the Persona say it before the Call continues.

2.2 **On-screen disclosure.** Video sent by a Persona carries a visible notice that the speaker is an AI assistant with a synthetic voice and is not a human. The notice is part of the picture that the Service sends, not an overlay that the receiving application can turn off.

2.3 **When asked.** A Persona is instructed never to claim to be human and to confirm that it is an AI system whenever it is asked.

2.4 These disclosures are applied by the Service. They cannot be switched off by the Customer. They apply whichever Persona the Customer has chosen, in Calls with voice only (where the picture sent shows the notice in place of the face) and in Calls answered by a Customer's own agent.

2.5 **Devices without a virtual camera.** A Device created at a time when no virtual camera was available has none, and its Calls are voice only with no picture sent. In a Call through a call link, the Guest's call page then shows, as text, that the Guest is talking to an AI agent and that the Call is voice only. In a Call made through a third-party application from such a Device, no picture is sent, and the spoken disclosure in clause 2.1 is the disclosure given; clause 3.1 therefore applies with particular force.

3. What the Customer must do

3.1 Before sending a call link, tell the Guest that the Call is with an AI system acting for you, and identify yourself or the organisation on whose behalf the Call is made.

3.2 Tell the Guest, before or at the start of the Call, that their voice and any video they share are processed by AI services in order to operate the Persona, and, where the agent's memory is on, that facts from the conversation are kept and used in later Calls.

3.3 Obtain any consent that the law of the Guest's location requires for an automated Call or for the processing in clause 3.2.

3.4 Do not instruct, script or configure a Persona to present itself as a human being, to use the name or likeness of a real person without that person's written permission, or to deny or play down that it is an AI system.

3.5 Do not crop, cover, blur or otherwise remove the on-screen notice, and do not mute or talk over the spoken disclosure, whether in the Call or in any recording or clip of it that you publish.

3.6 If you publish or share a recording, clip or transcript of a Call, label it as containing AI-generated voice or video.

4. Other AI-generated content

4.1 The support assistant in the Dashboard is an AI system and is labelled as such. Its answers are generated automatically.

4.2 Audio or video that you supply to a Device's virtual microphone or camera is your content. If it is synthetic or altered and shows or imitates a real person, you must have that person's permission and must label it where the law or the terms of the application in which it is used require.

5. Breach

5.1 A breach of clause 3.4 or 3.5 is a material breach of the Terms that we may treat as incapable of remedy. We may suspend the Calls function or the Account without notice under clause 15.2 of the Terms.

5.2 To report a Call that was not disclosed as described here, write to info@eriusphone.com.

5.3 This Policy sets out how the transparency duty for AI systems that interact with people, in Article 50 of Regulation (EU) 2024/1689 (the AI Act), is met when the Service is used.

Version history

Version	Effective date	Change
1.0	13 October 2026	First published version.
1.1	13 October 2026	Clause 2.4: the disclosure applies whichever Persona, mode or agent answers. Clause 3.2: the Guest must also be told about the agent's memory where it is on.
1.2	13 October 2026	New clause 2.5: Devices without a virtual camera send no picture; the call page shows the notice as text, and in a Call through a third-party application the spoken disclosure applies alone. Summary adjusted.
2.0	15 October 2026	The owner, seller and provider of ERIUS PHONE is now Golan Europe S.L. (Spain), the only party to the contract with Customers. Governing law, data-protection references and consumer rights changed to Spanish and EU law. Contact address for legal, privacy and refund matters: info@eriusphone.com. New clause 5.3 (EU AI Act, Article 50).