

AI Disclosure & Call-Recording Policy

Effective date: June 17, 2026 · Last updated: June 17, 2026

This Policy explains how **Infinity Media Consultant Group LLC** ("IMCG") uses artificial-intelligence (AI) voice agents and how calls may be recorded. It applies to calls handled by IMCG's AI receptionist and related Services and is part of our [Terms & Conditions](#) and [Privacy Policy](#).

1. AI Disclosure

Certain calls are answered or placed by an **automated AI voice agent**, not a live human. The agent identifies itself as a virtual/automated assistant at the start of the interaction. The AI can schedule appointments, answer common questions, and capture caller details.

Sample greeting disclosure

"Hi, thanks for calling [Business] — you're speaking with our virtual assistant. This call may be recorded. How can I help you today?"

2. Call Recording & Consent

Calls may be **recorded and transcribed** for quality, accuracy of bookings, training, and record-keeping. Recording laws vary by state: some require the consent of all parties ("two-party/all-party consent"). To respect the strictest applicable standard, our agents provide a recording notice at the start of the call, and continuing the call indicates consent. **If you do not consent to being recorded, please tell the agent or end the call**, and you may instead contact the business by other means.

3. Information Collected From Calls

- Caller name, phone number, and the reason for the call;
- Appointment date/time and related details;
- Audio recording and/or transcript of the call.

This information is handled in accordance with our [Privacy Policy](#).

4. How Recordings Are Used & Retained

Recordings and transcripts are used to deliver and improve the Services and to maintain accurate records. We retain them only as long as needed for these purposes (by default, up to **12 months** unless a longer period is required by law or agreed with the client), after which they are deleted or de-identified.

5. Security

We use reasonable safeguards to protect recordings and call data. No system is completely secure, and we cannot guarantee absolute security.

6. Caller Choices & Requests

Callers may request access to or deletion of their call data, subject to verification and legal exceptions, by emailing support@infinitymediaconsultantgroup.com. Where the call was handled on behalf of one of our business clients, we will direct or assist the request with that client as the controller.

7. Client Responsibilities (Businesses Using IMCG)

If you are a business client deploying IMCG's AI agent for your own callers, **you are responsible for ensuring lawful use**, including providing required disclosures and obtaining any consents from your callers under applicable federal and state law (including TCPA, state recording-consent, and AI-disclosure laws). IMCG will configure disclosure and recording-consent messaging on request, but you remain the controller of your callers' data.

8. Accuracy Limitations & No Emergency Use

AI voice agents can make mistakes and may misunderstand or omit information. The agent is a convenience tool and is **not a substitute for professional advice** and is **not for emergencies**. In an emergency, call 911 or your local emergency number.

9. Changes & Contact

We may update this Policy with a new effective date. Questions? Contact:

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