

Privacy Policy & Terms of Use

We take your privacy very seriously. This privacy policy has been prepared in line with the EU's General Data Protection Regulation (GDPR). The GDPR promotes fairness and transparency for all individuals in respect of their personal data. This privacy policy applies to all data we process, and by using our chatbot you consent to our collection and use of such data.

Feel free to contact us if you have any questions. This Privacy Policy describes our policies and procedures on the collection, use and disclosure of your information.

Summary Terms of Use

1. By using this AI chatbot, you agree to these Terms and Conditions.
2. This chatbot provides information and assistance but does not guarantee accuracy or reliability.
3. We are not responsible for any damages or losses resulting from using this chatbot.
4. You must not use this chatbot for illegal or unauthorized activities.
5. We reserve the right to update these Terms and Conditions without prior notice.
6. We may suspend or terminate your access to the chatbot at any time without notice.

Privacy Policy

1. This chatbot collects minimal personal information, such as your IP address and messages sent to the bot.
2. We do not share your personal information with third parties unless required by law.
3. We use industry-standard security measures to protect your personal information.
4. By using this chatbot, you consent to the collection and use of your personal information as described in this Privacy Policy.
5. We reserve the right to update this Privacy Policy without prior notice.

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You can find our updated Privacy Policy [here](#).

1. Your personal data

We collect a variety of data in order to deliver our services. We collect and manage your personal data transparently, fairly and securely. Whenever we collect Personal Information from you we are open and transparent about its use.

We have provided further detail below about the specific types of data we collect and our reasons for doing so.

2. What data do we ask you to provide to us, and why?

We may collect the following personal data: first and last name and email.

We use this data to: identify, analyze and provide application data and analyze and aggregate data to get industry and internal insight.

We collect this data using the lawful basis: Legitimate Interest.

When you sign-up to one of our newsletters we collect your email.

We use this data to: send you monthly newsletters updating you on all chatbot things

We collect this data using the lawful basis: Consent.

3. Which third parties do we share data with?

We share personal data with the following third parties:

- Google – Data is transferred outside of the European Economic Area to United States under the protection of EU/US Privacy Shield.
- WordPress –Data is not transferred outside of the European Economic Area.
- CastomAI – Data is not transferred outside of the European Economic Area.

There are certain situations in which we may share access to your personal data without your explicit consent; for example, if required by law, to protect the life of an individual, or to comply with any valid legal process, government request, rule or regulation.

4. Why do we share data outside of the EU

We may transfer personal data to a country outside of the European Economic Area (EEA). If this is the case we will ensure that the transfer is legal and your data is secure by following the EU's guidelines.

5. How do we keep your personal data secure?

We keep your data secure in a number of ways, including:

- by following internal policies of best practice and training for staff
- by using Secure Socket Layer (SSL) technology when information is submitted to us online

In the unlikely event of a breach of our security we will inform the relevant regulatory body within 72 hours and, if your personal data was involved in the breach, we shall also inform you.

6. Changes to our privacy policy and control

We may change this privacy policy from time to time. When we do, we will add notices to our website. By continuing to access or use our services after those changes become effective, you agree to be bound by the revised privacy policy.

7. Your rights

Your personal data is yours and you have rights over it, including but not limited to:

- the right to be informed about the collection and use of your personal data
- the right of access to your personal data and any supplementary information
- the right to have any errors in your personal data rectified
- the right to have your personal data erased
- the right to block or suppressing the processing of your personal data
- the right to move, copy or transfer your personal data from one IT environment to another
- the right to object to processing of your personal data in certain circumstances, and rights related to automated decision-making (i.e. where no humans are involved) and profiling (i.e. where certain personal data is processed to evaluate an individual).

To manage your data you can contact us via email with any requests that you may have. While we do not hold personal data any longer than we need to, the duration will depend on your relationship with us.

8. About us

We value your opinions. If you have comments or questions about our privacy statement, please share them with us.

You can always contact us by email or give us a call.