

## **Privacy Policy for Dilling Chatbot**

### **1. Introduction**

Welcome to our chatbot, operated by Dilling in collaboration with Dialog Intelligens ApS. We are committed to protecting your personal data and ensuring that your rights are respected in accordance with GDPR.

### **2. Data Controller and Data Processor**

Data Controller: Dilling, Sundsvej 62, 7400 Herning, [service@dilling.com](mailto:service@dilling.com).

Data Processor: Dialog Intelligens ApS, Tagensvej 52, 2400 Copenhagen NV, [team@dialogintelligens.dk](mailto:team@dialogintelligens.dk)

### **3. Types of Data Collected**

We may collect and process the information you choose to share in the conversation with our chatbot. This may include personal information and other data depending on what you share.

### **4. Purpose of Data Collection**

We collect and process your personal data for the following purposes:

- To respond to your inquiries and provide relevant information.
- To improve our services and the chatbot experience.

### **5. Consent**

By using our chatbot, you consent to us collecting and processing the information you share as described in this policy.

### **6. Security**

We implement appropriate technical and organizational security measures to protect your personal data against unauthorized access, alteration, disclosure, or destruction.

### **7. Data Retention Period**

We retain your personal data for as long as necessary to fulfill the purposes for which it was collected or as required by law. Thereafter, the data will be securely deleted or anonymized.

### **8. Your Rights**

You have the following rights regarding your personal data:

- Right of access: You can request access to the personal data we hold about you.
- Right to rectification: You can request correction of inaccurate or incomplete data.
- Right to erasure: You can request deletion of your personal data under certain circumstances.
- Right to restriction of processing: You can request that we restrict processing of your personal data under certain circumstances.
- Right to data portability: You can request that your personal data be transferred to another

data controller.

-Right to object: You can object to the processing of your personal data if the processing is based on our legitimate interests.

## **9. Contact Information**

If you have any questions or concerns regarding this privacy policy or our handling of your personal data, you can contact us at:

[team@dialogintelligens.dk](mailto:team@dialogintelligens.dk)

+45 50666021

## **10. Changes to This Policy**

We reserve the right to update this privacy policy from time to time. Any changes will be published on our website, and we encourage you to review the policy regularly.