

Privacy Policy

How CohrenzAI Collects, Uses, and Protects Your Data

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Confidential - For Authorized Use Only

1. Introduction

This Privacy Policy ("Policy") describes how CohrenzAI ("we", "us", or "our") collects, uses, stores, shares, and protects personal information when you use our AI-powered chatbot platform, website, and related services (collectively, the "Services").

We are committed to protecting your privacy and ensuring the security of your personal data. This Policy applies to all users, including businesses (our direct clients) and their end-users (visitors who interact with CohrenzAI-powered chatbots).

Effective Date: February 2026

2. Information We Collect

2.1 Information from Business Clients

- Account registration data: company name, contact person name, email address, phone number
- Business Data uploaded for chatbot training: PDFs, documents, FAQs, product catalogs, HTML content
- Payment and billing information processed through secure third-party payment processors
- Usage analytics: API call volumes, chatbot performance metrics, feature usage patterns
- Communication records: support tickets, emails, and chat interactions with our team

2.2 Information from End-Users (Website Visitors)

- Conversation data: messages exchanged with the AI chatbot during a session
- Lead information voluntarily provided: name, email address, phone number
- Session identifiers: unique session IDs generated for conversation tracking
- Intent data: AI-analyzed summaries of user interests, requirements, and behavioral signals
- Technical data: browser type, IP address (anonymized), device information, and referring URLs

2.3 Automatically Collected Information

- Server logs including timestamps, request types, and response codes
- Performance metrics for AI model response times and accuracy
- Aggregated analytics for platform improvement and feature development

3. How We Use Your Information

3.1 Service Delivery

- To create and maintain your CohrenzAI account and chatbot deployments
- To process and transform your Business Data into vector embeddings for AI-powered responses
- To facilitate real-time conversations between your chatbot and website visitors
- To capture and store qualified leads with intent summaries for your sales teams
- To export lead data to your connected systems (e.g., Google Sheets, CRM platforms)

3.2 Platform Improvement

- To analyze usage patterns and improve our AI models and algorithms
- To identify and fix bugs, performance issues, and security vulnerabilities
- To develop new features and enhance existing functionality

3.3 Communication

- To send service-related notifications, updates, and maintenance alerts
- To respond to your support inquiries and feedback
- To provide relevant product information and announcements (with your consent)

4. Data Storage and Security

4.1 Data Storage

Your data is stored in secure MySQL databases with encrypted connections. Vector embeddings of your Business Data are stored in FAISS (Facebook AI Similarity Search) indexes for efficient retrieval. All data is hosted on secure cloud infrastructure with regular backups.

4.2 Security Measures

- End-to-end encryption for all data in transit using TLS 1.2+
- Encrypted storage for sensitive data at rest
- API key authentication and public key verification for all chatbot integrations
- CORS (Cross-Origin Resource Sharing) policies to control authorized domains
- Regular security audits and vulnerability assessments
- Access controls and role-based permissions for internal systems
- Automated session management with secure session ID generation

4.3 Data Retention

We retain your data for as long as your account is active or as needed to provide Services. Upon account termination, we retain data for 30 days to allow for data export, after which it is permanently deleted. Lead data captured by your chatbots is retained according to your subscription terms and applicable legal requirements.

5. Data Sharing and Third Parties

5.1 We Do NOT Sell Your Data

CohrenzAI does not sell, rent, or trade personal information to third parties for marketing purposes. Your Business Data and your visitors' conversation data remain confidential.

5.2 Authorized Third-Party Services

We may share data with the following categories of third-party service providers, solely for the purpose of delivering our Services:

- Cloud Infrastructure Providers: For hosting, computation, and storage services
- AI/ML Services: Azure OpenAI for natural language processing and embedding generation
- Payment Processors: For secure payment handling (we do not store credit card details)
- Google Sheets API: When you opt to export lead data to Google Sheets

5.3 Legal Requirements

We may disclose information if required by law, legal process, or government request, or to protect the rights, property, or safety of CohrenzAI, our users, or the public.

6. Your Rights

6.1 Access and Portability

You have the right to access, review, and export your personal data and Business Data at any time through your CohrenzAI dashboard or by contacting our support team.

6.2 Correction and Deletion

You may request correction of inaccurate data or deletion of your personal data. We will comply with such requests within 30 days, subject to legal retention requirements.

6.3 Consent Withdrawal

You may withdraw your consent for data processing at any time. This may result in limited functionality or termination of Services.

6.4 Data Breach Notification

In the event of a data breach that affects your personal information, we will notify you within 72 hours of becoming aware of the breach, as required under applicable data protection laws.

7. Cookies and Tracking

Our chatbot widget uses localStorage to maintain session identifiers for conversation continuity. We do not use third-party tracking cookies. Our website may use essential cookies for basic functionality. You can manage cookie preferences through your browser settings.

8. International Data Transfers

If your data is processed outside of India, we ensure appropriate safeguards are in place, including contractual protections that comply with applicable data protection regulations.

9. Children's Privacy

Our Services are not directed at individuals under 18 years of age. We do not knowingly collect personal information from children. If we become aware that we have inadvertently collected such information, we will take steps to delete it promptly.

10. Changes to This Policy

We may update this Privacy Policy from time to time. We will notify you of any material changes via email or through the platform. The updated policy will be effective upon posting, and your continued use of the Services constitutes acceptance.

11. Contact Us

For privacy-related inquiries, data access requests, or complaints, please contact our Data Protection Officer:

- Email: info@cohrenzai.com
- Phone: +91 8273597975 / +91 8770278713
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