

# App review request for AgentBiz (app ID 1525414525096725)

Downloaded on August 22, 2025, 6:10 PM PDT

## Permission usage

[pages\_messaging] Tell us how you're using this permission or feature

Our app, 'AgentBiz', functions as a simple automated assistant for our Facebook Page, "Flavo Mix PH Bulacan". The pages\_messaging permission is essential for our app's core functionality. We use it to provide immediate, 24/7 customer support by automatically replying to user inquiries sent via Messenger. This adds value to the user by giving them instant answers to frequently asked questions about our product's benefits, price, and ordering process, improving their experience with our Page. Without this permission, the app cannot receive messages or send replies, rendering it non-functional.

[pages\_messaging] Provide a detailed step-by-step video walkthrough of how your app will use this permission or feature so we can confirm it is used correctly and does not violate our policies.

- [video](#)

[pages\_messaging] The pages\_messaging permission allows your app to manage and access Page conversations in Messenger. The allowed usage for this permission is to create user-initiated interactive experiences, send customer support messages or to confirm bookings or purchases and orders. You may also use this permission to request analytics insights to improve your app and for marketing or advertising purposes, through the use of aggregated and de-identified or anonymized information (provided such data cannot be re-identified).

If approved, I agree that any data I receive through pages\_messaging will be used in accordance with the allowed usage.

## Data handling

processor-0. Do you have data processors or service providers, including your own companies, that will have access to the Platform Data that you obtain from Meta? Data processors or service providers are separate entities that, on your behalf, process the Platform Data made accessible to you in order to provide you with a service. Please provide the names of any processors that will have access to the Platform Data made accessible to you through the requested permissions and features. "Platform Data" is any data that you receive from Meta (e.g., Meta user ID, email address, profile picture, Meta API user access token, and app secret).

Yes

processor-2. List all data processors or service providers, including your own companies, that will have access to the Platform Data that you obtain from Meta. Please note that Platform Data may include a subset of personal data or personal information that relates to an identified or identifiable person.

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  - processor-1a. For which category of services will this data processor process the personal data of users received from Meta? Select all that apply.
    - IT solutions and services, including cloud storage and processing
  - processor-1b. List all countries where this data processor will process the personal data of users received from Meta. Include locations from which the data processor will access the data remotely, via the internet. Select all that apply. Many data processors provide this information on their corporate website.
    - Philippines
    - United States of America
    - Ireland

responsible-1. Who is the person or entity that will be responsible for all Platform Data Meta shares with you? Please provide the name of the legal entity that will control the data (i.e., determine the purposes and means of processing the data) made available to you by Meta through the requested permissions and/or features. This could be a natural or legal person, a public authority, an agency or other entity. In some regions this is called a data controller.

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responsible-2. Select the country where this person or entity is located.



requests-3. Have you provided the personal data or personal information of users to public authorities in response to national security requests in the past 12 months? This does not include requests related to search warrants or court orders associated with criminal investigations. Personal data or personal information is any data you receive from Meta that relates to an identified or identifiable person.

No

requests-4. Which of the following policies or processes do you have in place regarding requests from public authorities for the personal data or personal information of users? Check all that apply.

- None of the above.

## Web reviewer instructions

**Provide instructions for accessing the app so we may complete our review. Explain how to navigate to the app, and provide instructions for testing.**

This app is a chatbot that provides automated replies for our Facebook Page, "Flavo Mix PH Bulacan". It does not use Facebook Login. The primary functionality is to answer user inquiries sent via Messenger using the pages\_messaging permission. To test the app's functionality: 1. Go to our Facebook Page: <https://www.facebook.com/flavomixphbulacan> 2. Click the "Message" button to open a chat. 3. Send a message with a keyword from our FAQs, for example: "info" or "price". 4. The chatbot will provide an immediate and relevant automated response. The app uses the pages\_messaging permission to receive the user's message and send the automated reply.

**(optional) If payment or membership is required to access the full functionality of this app, provide access codes or test credentials so we can access and review all features on this app. Codes should be active for one year after submission.**

Not Applicable. Our chatbot is free to use on our public Facebook Page and does not require any payment, membership, or special credentials.

**(optional) If payment is required to download this app, provide 8–10 gift codes so we can download it from app stores without payment. Codes should be active for one year after submission. Include any codes or test credentials required to access in-app subscriptions, purchases, or features.**

Not Applicable. This is not a downloadable app.

**(optional) If access to this app or any of its features is limited to users within a specific geographic location or restricted by geo-blocking or geo-fencing, explain the restrictions and provide a list of locations. For example, specify the countries where the app can be accessed.**

Not Applicable. The app and our Facebook Page can be accessed globally.

**Include supporting documentation. (Optional) For example, you can upload a screen recording or images that show how to access the app, log in, and how the app uses Meta APIs. You can upload multiple files, maximum 2 GB each. We accept .xls, .xlsx, .csv, .doc, .docx, .pdf, .txt, .jpeg, .jpg, .png, .ppt, .pptx, .mov, .mp4, .zip and .zipx.**

- [AgentBiz\\_pages\\_messaging\\_demo.mp4](#)