

Privacy Notice for AI Chatbot

1. Introduction

Welcome to our AI chatbot. We value your privacy and are committed to protecting your personal data.

This privacy notice outlines how we collect, use, and safeguard your information in accordance with the General Data Protection Regulation (GDPR).

2. Data Controller

- **Company Name:** Kortrijk Xpo
- **Contact Information:** [Email Address / Phone Number]
- **Data Protection Officer (if applicable):** [Name and Contact Details]

3. Purpose and Legal Basis for Processing

We collect your personal data to:

- Analyze interests and job titles within companies to enhance our services.
- Gain insights into market trends and customer needs.

Legal basis: Your *explicit consent*, which you provide before interacting with the chatbot.

4. Data Collected

When using our chatbot, we may collect:

- Company name
- Job title
- Professional interests
- Questions and answers for you and the bot

5. Data Retention

We retain your data only as long as necessary for the purposes stated above. Specifically, we will store your information for **[insert duration]**, unless a longer period is required or permitted by law.

6. Data Sharing and Processors

We work with trusted third-party service providers, including:

- **Microsoft Azure OpenAI & Cosmos DB** (for hosting, embeddings, and AI processing)
- **Application Insights, Prometheus, Grafana** (for monitoring and performance metrics)

These partners act under strict **Data Processing Agreements** and are fully **GDPR-compliant**.

We do **not** sell or share your data for advertising or commercial purposes.

7. Analytics and Monitoring

We log **anonymized metadata** such as:

- IP-based request frequency
- Timestamped interactions
- Usage patterns

No personally identifiable information is stored in analytics.

8. Automated Decision-Making

Our chatbot uses AI techniques such as:

- Vector similarity search
- Keyword and booth matching
- Conversational context tracking

These features are used only to improve the chatbot experience.

No decisions with legal or significant consequences are made solely through automated processing.

9. Your Rights

Under the GDPR, you have the right to:

- Access your personal data
- Request correction of inaccurate or incomplete data
- Request deletion of your data ("right to be forgotten")
- Restrict or object to the processing of your data
- Request transfer of your data to another controller

To exercise these rights or request erasure, please contact us via the contact details provided above.

10. Data Security

We implement strong technical and organizational measures to protect your data, including:

- Input sanitization
- Rate limiting and IP throttling
- Secure data storage with Microsoft Azure services
- Regular reviews and internal access controls

11. Changes to This Privacy Notice

This notice may be updated in the future.

If changes occur, we will inform you through the chatbot or our website.

Please check this notice regularly for updates.

12. Acknowledgment

By using our chatbot, you confirm that you have read and understood this privacy notice, and you consent to the processing of your data as described.