

# Qwen Chat Privacy Policy

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*Thank you for using Qwen Chat! Before using Qwen Chat, please read this Privacy Policy carefully to learn how we collect, use, disclose, and protect your personal data. This Privacy Policy will also provide you with more information about the bases upon which we may lawfully collect, use, and/or disclose your personal data, where permitted by applicable law.*

This Qwen Chat Privacy Policy ("**Privacy Policy**") applies to your access and/or use of the Qwen Chat services ("**Services**") provided by Alibaba Cloud (Singapore) Private Limited and available at chat.qwenlm.ai and/or such other location as we may designate from time to time. By accessing and/or using any Services, or clicking "Agree" on the account registration screen, you agree and consent to Alibaba and its related corporations (collectively, the "**Companies**") as well as their respective representatives and agents ("**Representatives**") (the Companies and Representatives collectively referred to as "**we**", "**us**", "**our**" or "**Alibaba**" hereinafter) collecting, using, disclosing, and/or sharing your personal data, and disclosing your personal data to our authorised service providers and relevant third parties in the manner and for any of the purposes set forth in this Privacy Policy.

If you do not agree with the terms of this Privacy Policy, you must not access or use any Services.

This Privacy Policy supplements but does not supersede nor replace any other consents you may have previously provided to us in respect of your personal data, and any consents you may have provided in connection with this Privacy Policy are cumulative and additional to any rights which we may have under applicable law to handle or process your personal data.

Unless otherwise specified, the Privacy Policy does not apply to any products and/or services provided by any third party independently through our Services, such as the products or websites displayed as your search results or other websites linked via our Services. We are not responsible for the privacy practices of third parties. If you access or use any third party products or services, you should check the applicable third party privacy policy to determine how they will handle any personal data you provide to them or which they collect from you. We are not responsible for any third party's improper use or disclosure of any personal data.

This Privacy Policy will help you understand the following:

- I. How Do We Collect and Process Your Personal Data
- II. How Do We Use Your Personal Data
- III. How Do We Use Cookies and Similar Technologies
- IV. How Do We Disclose Your Personal Data
- V. How's Your Personal Data Transferred Globally
- VI. How Do We Retain Your Personal Data
- VII. How Do We Protect Your Personal Data
- VIII. How Do We Process Children's Personal Data
- IX. Your Rights to Your Personal Data
- X. How to Update the Privacy Policy
- XI. How to Contact Us

I. How We Collect Your Personal Data

For the purposes of the Privacy Policy, “personal data” refers to any information relating to an identified or identifiable natural person. We collect personal data for more efficient operation and to provide you with best usage experience. The ways in which we collect personal data include: (a) where you provide personal data to us; (b) where you access or use the Services; and/or (c) where we obtain personal data from third parties.

Generally, we collect personal data in the following ways:

Data Description	Source
<b>Account Information:</b> We may collect your personal data, such as your name, email address when you sign up for an account, or where you otherwise provide us with your personal data (such as to receive information on our Services).	Information directly provided by you to us.
<b>User Content:</b> We may collect personal data that you provide or upload when accessing or using our Services, including your prompts and other content you upload, such as text, files, images, and audio (if any), depending on the features you use.	

Data Description	Source
<p><b>Feedback:</b> We appreciate feedback, including ideas and suggestions for improvement or rating an output in response to a prompt. If you rate an output in response to a prompt—for example, by using the thumbs up/thumbs down icon—we will store the related conversation as part of your feedback.</p>	
<p><b>Communication Information:</b> If you communicate with us, such as via email or our pages on social media sites, we may collect personal data such as your name, contact information, and the contents of the messages you send.</p>	
<p><b>Log Data:</b> We may collect information that your browser or device automatically sends when you use our Services. This may include the brand, model, and ID of your device, your Internet Protocol (IP) address, browser type and settings, the date and time of your request, and how you interact with our Services.</p>	Information we automatically collect during your use of the Services
<p><b>Usage Data :</b> We may collect information about your use of the Services, such as the types of content that you view or engage with, the features you use and the actions you take, as well as your time zone, country, the dates and times of access, user agent and version, type of computer or mobile device, and your computer connection.</p>	
<p><b>Cookies:</b> To improve your experience, we may use cookies and similar technologies to operate our Services. For details about our use of cookies, please refer to the Section III of this Privacy Policy.</p>	
<p><b>Account Information:</b> We may offer you an option to log in using your existing account with certain third-party social networking sites ("SNSs") such as Google and Github. If you elect to do so, we may obtain your personal data from the SNS pursuant to your agreement with that SNS. The personal data we collect may depend on the privacy settings you have set with the SNS. We suggest that you check the</p>	Information we collect from third parties.

Data Description	Source
privacy and data policies and practices of the SNS to learn how they handle personal data.	

If you provide us with any personal data relating to a third party (e.g. your spouse, children, parents, and/or friends), by submitting such personal data to us, you represent to us that you have obtained the consent of such third party to you providing us with their personal data, and for the collection, use and disclosure of their personal data for all purposes set out herein and by or for the benefit of the persons referenced herein.

You should ensure that all personal data submitted to us is complete, accurate, true and correct. Failure on your part to do so may result in our inability to provide you with any products and/or services you have requested.

## II. How Do We Use Your Personal Data

We may collect, use, process and/or disclose your personal data for the purposes set out in the table below:

Purpose/Activity	Type of personal data	Lawful basis for processing
To provide, maintain and facilitate our Services	<ul style="list-style-type: none"> <li>- Account Information</li> <li>- User Content</li> <li>- Feedback</li> <li>- Communication Information</li> <li>- Log Data</li> <li>- Usage Data</li> <li>- Cookies</li> </ul>	- To perform a service contract with you
To send you marketing communications, where you have signed up to receive them	<ul style="list-style-type: none"> <li>- Account Information</li> <li>- Communication Information</li> </ul>	- Consent (where required under applicable law)
To prevent fraud, illegal activity, or misuses of our Services, and to protect the security of our systems and Services	<ul style="list-style-type: none"> <li>- Account Information</li> <li>- User Content</li> <li>- Log Data</li> <li>- Usage Data</li> <li>- Cookies</li> </ul>	<ul style="list-style-type: none"> <li>- Legitimate interests (managing the security of our Services)</li> <li>- Legal obligation</li> </ul>

Purpose/Activity	Type of personal data	Lawful basis for processing
To provide you with technical support, and to maintain and improve our Services	<ul style="list-style-type: none"> <li>- Account Information</li> <li>- Feedback</li> <li>- Log Data</li> <li>- Usage Data</li> <li>- Cookies</li> </ul>	<ul style="list-style-type: none"> <li>- Legitimate interests (managing the security of our Services)</li> </ul>
To improve the accuracy and quality of our services (including our AI models)	<ul style="list-style-type: none"> <li>- De-identified User Content</li> <li>- Feedback</li> </ul>	<ul style="list-style-type: none"> <li>- Legitimate interests (to provide you more accurate and helpful services)</li> </ul>
To comply with legal obligations and to protect the rights, privacy, safety, or property of our users, us, or third parties.	<ul style="list-style-type: none"> <li>- Account Information</li> <li>- User Content</li> <li>- Feedback</li> <li>- Communication Information</li> <li>- Log Data</li> <li>- Usage Data</li> <li>- Cookies</li> </ul>	<ul style="list-style-type: none"> <li>- Legitimate interests (managing the security and stability of our Services)</li> <li>- Legal obligation</li> </ul>

In addition, where permitted under applicable law, we may also collect, use and disclose your Personal Data for the following purposes:

- (a) responding to, processing and handling your queries, requests, feedback and suggestions, or otherwise providing customer support;
- (b) verifying your identity;
- (c) managing the administrative and business operations of the Companies and complying with internal policies and procedures;
- (d) facilitating business asset transactions (which may extend to any mergers, acquisitions or asset sales) involving any of the Companies;
- (e) making media announcements and providing responses to media queries;
- (f) in connection with any claims, actions or proceedings (including but not limited to drafting and reviewing documents, transaction documentation, obtaining legal advice, and facilitating dispute resolution), and/or protecting and enforcing our contractual and legal rights and obligations;
- (g) managing and preparing reports on incidents and accidents; and/or
- (h) any other purpose relating to or reasonably necessary for any of the above.

In addition to the matters set forth above, subject to and in accordance with applicable law, you shall be deemed to have consented to us collecting, using, disclosing and sharing amongst

ourselves your personal data, and disclosing such personal data to our authorised service providers and relevant third parties:

- (a) where in response to a request for your personal data in connection with identified purposes, you voluntarily provide such personal data to us for such purpose(s) and it is reasonable that you would voluntarily provide such personal data; and
- (b) (a) where the collection, use and/or disclosure of your personal data is reasonably necessary for the conclusion and/or performance of a contract, between you and us or any other organisation entered into at your request, which may include recipients of your personal data not indicated in this Privacy Policy.

Further, in relation to particular products or services or in your interactions with us, we may also have specifically notified you of other purposes for which we collect, use and/or disclose your Personal Data. If so, we will collect, use and/or disclose your Personal Data for these purposes as well.

### III. How Do We Use Cookies and Similar Technologies

#### 1. Cookies and similar technologies we used

We may use cookies and similar technologies to gather information resulting from access and/or use of our Services. The technologies we use may include:

##### 1.1 Cookies or Browser Cookies

Cookies are small text files stored in your computing or other electronic devices when you visit our website and platforms for record keeping purposes. Cookies can allow us to provide you with a personalised user experience, such as by allowing us to retrieve information which you previously provided us.

Cookies can be "Persistent" or "Session" Cookies. Persistent Cookies may remain on your personal computer or mobile device across browsing sessions, while Session Cookies are generally deleted as soon as you close your web browser. We may use both Session and Persistent Cookies for the purposes set out below:

- Necessary / Essential Cookies

Type: Session Cookies

Administered by: US

Purpose: These cookies are essential to provide you with our Services. They help to authenticate users and prevent fraudulent use of our Services. Without these cookies, we will not be able to provide you with the Services. We only use these Cookies to provide you with those services.

- Cookies Policy / Notice Acceptance Cookies

Type: Persistent Cookies

Administered by: US

Purpose: These cookies identify if users have accepted the use of cookies on Services.

- **Functionality Cookies**

Type: Persistent Cookies

Administered by: US

Purpose: These cookies allow us to remember choices you make when you use our Services, such as remembering your login details or language preference. The purpose of these cookies is to provide you with a more personal experience and to avoid you having to re-enter your preferences every time you use our Services.

In addition, we may also use cookie or similar tracking technologies to analyze trends, manage website, track user behavior on the Services, and better understand how users use our Services. We automatically collect certain information to analyze cumulative trends and manage our website. The aforementioned information may include Internet Protocol (IP) address, browser type, Internet Service Provider (ISP), reference/exit pages, files you view on our website (such as HTML pages, graphics, etc.), operating system, date/time stamp and/or click-stream data.

## **1.2 Web Beacons.**

Certain sections of our services may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit us, for example, to count users who have visited those pages and understand how our Services are used (for example, to assess the popularity of certain pages and services) and to improve the performance and reliability of our Services.

## **2. Clear/disable cookies**

You can turn on the cookie related functions or perform corresponding operations through methods to manage cookies or set cookie preferences in commonly used browser software disclosed below, and we will strictly follow your decision to use cookies and similar technologies.

Some functions of our services depend on cookies. If you do not consent to our use of cookies and similar technologies, or if you disable or delete cookies, some features of the Services may not operate as intended. You may wish to refer to the documentation provided by your web browser for information about how to manage your cookie preferences. We have included some links to documentation for commonly used browsers below for your convenience only and we disclaim all liability for the accuracy, reliability, and completeness of the information linked:

[Microsoft Internet Explorer](#)

[Microsoft Edge](#)

[Mozilla Firefox](#)

[Google Chrome](#)

[Safari for macOS](#)

[Safari for iOS](#)

### 3. More information about cookies

For more information about cookie and instructions on how to set up your browser to accept, delete or disable cookies, see [www.allaboutcookies.org](http://www.allaboutcookies.org).

## IV. How Do We Disclose Your Personal Data

We may disclose your personal data to the following categories of recipients:

our affiliated companies in the Alibaba Group and/or their designated service providers, who provide data processing services necessary to provide you with our Services;

third party service providers and partners who provide data processing services to us as necessary to provide you with our Services, or who otherwise process personal data for purposes described in this Privacy Policy;

analytics, search engine providers or other third party service providers that assist us in delivering our products, services, websites and platforms as well as improving and optimising the same;

any business partner, investor, assignee or transferee (actual or prospective) to facilitate business asset transactions (which may extend to any merger, acquisition or any debt or asset sale) involving any of the Companies;

any competent law enforcement body, regulatory, government agency, court or other third party (such as our professional advisers) where we believe disclosure is necessary (i) as a matter of applicable law or regulation, (ii) to exercise, establish or defend our legal rights or so a third party can defend theirs, or (iii) to protect your vital interests or those of any other person; and

any other person, with your consent to the disclosure.

## V. How Your Personal Data May Be Transferred Globally

Depending on where you are located and the features of our Services which you access or use, your personal data may be transferred out of and processed outside of the jurisdiction in which you are located, such as to an affiliated company in Alibaba Group or third party (as explained in section IV) located overseas. These countries may have data protection laws that are different from the laws of your jurisdiction (and, in some cases, may not be as protective).

We generally provide the Services from Singapore, and our group companies and their designated service providers are generally located in Singapore, Indonesia, and/or China. Your personal data is therefore generally processed in one or both of these countries.

We take appropriate safeguards to ensure that your personal data will remain protected in accordance with this Privacy Policy and applicable laws and we only transfer your data overseas in accordance with applicable law and legally valid transfer mechanisms.



## VI. How Do We Retain Your Personal Data

We retain the personal data we collect from you where we have an ongoing legitimate need to do so (for example, to provide you with a service you have requested or to comply with applicable legal, tax or accounting requirements). In certain circumstances, we may need to retain your personal data after your account has been deleted. The specific retention periods depend on the nature of the personal data and why it is collected and processed and the nature of the legal requirement. For example, we will retain your personal data when we have a legal obligation to do so (for example pursuant to a court order); or to deal with requests and complaints and for litigation or regulatory matters (for example, where there is an ongoing legal claim).

When we have no further legitimate need or legal reason to retain your personal data, we will either delete it in a secure manner or anonymise it such that can no longer be associated with you.

## VII. How We Protect Your Personal Data

We use appropriate technical and organizational measures to protect the personal data that we collect, use, disclose, and process. These measures are designed to provide a level of security appropriate to the risk of processing. Specific measures we use include encrypting your personal data in transit and at rest; developing and implementing an Information Security Programme in accordance with a standard industry framework; employing advance malware protections; implementation of other reasonable security defences (including vulnerability management, access management and recovery/resilience measures).

Nevertheless, no data transmission over the internet or any wireless network can be guaranteed to be perfectly secure. As a result, while we take reasonable measures protect your personal data, we cannot completely guarantee the security of any personal data you transmit to us and you do so at your own risk. We cannot and do not guarantee security of your account, devices, or personal data in connection with your use of the App. Where you have created an account with us and set a password to access our App, it is your responsibility to keep this password secure and confidential.

## VIII. How Do We Process Children's Personal Data

Our Services are not directed to, or intended for, the individual under 18. We do not knowingly collect Personal Data from children under 13. If you have reason to believe that a child under 13 has provided Personal Data to us through the Services, please contact our DPO via the contact details set out below. We will investigate any notification and, if appropriate, delete the Personal Data from our systems.

## IX. Your Rights to Your Personal Data

1. Depending on the jurisdiction in which you are residing, you may have the right to:

- 1.1 access your Personal Data and information relating to how it is processed;
- 1.2 erasure or delete your Personal Data;
- 1.3 update or correct your Personal Data;
- 1.4 data portability;
- 1.5 restrict or object to how we process your Personal Data;
- 1.6 withdraw your consent; and/or
- 1.7 make a complaint to the data protection agency in your country.

You can exercise some of these rights through your Services account. If you are unable to exercise your rights through your account, please submit your request to [DPO\\_qwenlm-intl@service.alibaba.com](mailto:DPO_qwenlm-intl@service.alibaba.com). We will respond to all requests we receive from individuals wishing to exercise their data protection rights in accordance with applicable data protection laws.

## X. How to Update the Privacy Policy

We may update this Privacy Policy from time to time in response to changing legal, regulatory, technical or business developments. Any changes to this Privacy Policy will be communicated by us updating the Privacy Policy accessible via the Services. The updated Privacy Policy will become immediately effective once updated or at such date as we may specify. We may also in our discretion provide notice to you changes to the Privacy Policy via such means as we deem appropriate, such as by email (sent to the e-mail address specified in your account) or by means of a notice via the Services prior to the change becoming effective. To the maximum extent permissible under applicable law, you agree to be bound by the prevailing terms of the Privacy Policy as modified from time to time. Please check back regularly for updated information on the handling of your personal data.

You can see when this Privacy Policy was last updated by checking the “last updated” date displayed at the top of this Privacy Policy.

## XI. How to Contact Us

If you have any questions about this Privacy Policy, or have any questions, complaints or requests regarding your personal data, you can contact our Data Protection Officer (DPO) via the contact details set out below:

Attention: Data Protection Officer/Alibaba Cloud (Singapore) Private Limited, c/o 26/F, Tower One, Times Square, 1 Matheson Street, Causeway Bay, Hong Kong.

E-mail address: [DPO\\_qwenlm-intl@service.alibaba.com](mailto:DPO_qwenlm-intl@service.alibaba.com)

Please note that if your personal data has been provided to us by a third party, you should contact such party directly to make any queries, feedback, and access and correction requests to us on

your behalf.

You may withdraw your consent as provided for under the applicable law. However, if you withdraw your consent to any or all collection, use, and/or disclosure of your personal data for one or more purposes, depending on the nature of your request, we may not be in a position to continue to provide our products or services to you, administer any contractual relationship already in place, or perform or conclude an existing or prospective agreement. This may also result in the termination of any agreements you have with us and/or you being in breach of your contractual obligations or undertakings. Our legal rights and remedies in such event are expressly reserved.