

# Privacy Notice

This research is conducted by Heriot-Watt University in Scotland, UK.

## Data Protection Officer Contact Details:

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## Research Aims:

This research is about how chatbots should respond to abusive users. We are testing how abusive users respond to different strategies.

## What data will we collect?

As part of this research we collect your name, location, and the conversations you have with Aimee the chatbot as provided by Facebook. All conversations with Aimee will be recorded. All data is collected through Facebook. The data will be fully anonymised once the data collection period has ended.

## How will we process your data?

All data will be processed according to GDPR regulation. We will not disclose your data to any 3<sup>rd</sup> parties. We will not publish any personally identifiable data. The data will be fully anonymised once the data collection period has ended – names, locations, and dates will be substituted with generic labels such as <name>, <location>, and <date>.

## How long will your data be kept for?

We will only store your data for the duration of the experiment (2 months), after which time all data will be anonymised and the original dataset will be deleted. Your data will be stored in secure servers at the University.

## More information:

Read the university's privacy policy here: <https://www.hw.ac.uk/documents/heriot-watt-university-data-protection-policy.pdf>

For more information about how your data may be processed, or to request a copy of your data or that your data be removed from the dataset, contact Amanda Cercas Curry at [ac293@hw.ac.uk](mailto:ac293@hw.ac.uk)