User Understandings on Chatbot Message Access by Platform 35.7% All messages sent in the chat, 43.4% including those that are later deleted. 32.5% 13.5% All messages sent in the chat, 24.1% excluding those that are later deleted. 37.5% 22.1% Only messages needed for 9.6% the normal operation of the chatbot. 17.5% 22.1% Messages where the chatbot 14.5% is directly mentioned or addressed. 12.5% WhatsApp 6.6% I am not sure about the types Discord 8.4% of messages a chatbot receives. 0.0% Telegram

10

15

20

25

Percentage

30

35

40

45

50