Privacy Policy

Last updated: November 24, 2024

1. Introduction

Welcome to our WhatsApp Chatbot service ("the Service"). This Privacy Policy explains how we collect, use, store, and protect your personal information when you interact with our AI-powered chatbot through WhatsApp. By using our Service, you agree to the collection and use of information in accordance with this policy.

2. Information We Collect

2.1 Personal Information

- WhatsApp phone number

- Chat messages and queries sent to our chatbot

- Message metadata (timestamps, frequency of usage)

- Any additional information you voluntarily provide during conversations

2.2 Automatically Collected Information

- Device information (type, operating system)

- Usage patterns and interaction data

- Technical logs and analytics

- WhatsApp Business API-provided metadata

3. How We Use Your Information

We use your personal information for the following purposes:

- To provide and maintain our Service

- To process and respond to your queries using our LLM technology

- To improve our chatbot's responses and functionality

- To analyze usage patterns and optimize user experience

- To detect and prevent technical issues or misuse

- To comply with legal obligations

4. Data Processing and Storage

4.1 LLM Processing

- Your messages are processed through our Large Language Model to generate appropriate responses

- Message content is analyzed in real-time to provide relevant information

- We maintain logs of interactions to improve our service

4.2 Data Storage

- Message history is stored securely for a period of 90 days

- Personal information is stored using industry-standard encryption

- Data is stored on secure servers located in [Your Server Location]

5. Data Sharing and Disclosure

We may share your information with:

- WhatsApp/Meta (as required by the WhatsApp Business API)

- Our cloud service providers and hosting partners

- Law enforcement agencies (when legally required)

We do NOT:

- Sell your personal information to third parties

- Share your data for marketing purposes

- Use your conversations for purposes other than improving our service

6. User Rights

You have the right to:

- Access your personal data

- Request correction of inaccurate data

- Request deletion of your data

- Opt-out of certain data collection

- Export your data

- File a complaint with relevant authorities

To exercise these rights, contact us at [Your Contact Email].

7. Data Security

We implement appropriate security measures including:

- End-to-end encryption for message transmission

- Secure storage with encryption at rest

- Regular security audits and updates

- Access controls and authentication

- Employee confidentiality agreements

8. Children's Privacy

Our Service is not intended for use by individuals under the age of 13. We do not knowingly collect personal information from children.

9. International Data Transfers

Your information may be transferred to and processed in countries other than your own. We ensure appropriate safeguards are in place for such transfers.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify users of any material changes through WhatsApp or our website.

11. GDPR Compliance

For users in the European Economic Area (EEA):

- We process data under legitimate business interests

- Data transfers comply with EU Standard Contractual Clauses

- You have the right to lodge a complaint with your local supervisory authority

12. Contact Information

For any questions about this Privacy Policy, please contact us at:

- Email: [Your Email]

- Address: [Your Physical Address]

- WhatsApp: [Your Business WhatsApp Number]

13. Legal Basis for Processing

We process your information based on:

- Your consent

- Contractual necessity

- Legal obligations

- Legitimate business interests

14. Cookie Policy

Our website uses essential cookies to ensure basic functionality. No cookies are used within the WhatsApp chatbot interface.

15. Data Retention

We retain your personal information for:

- Active users: Duration of service use plus 90 days

- Inactive users: 90 days after last interaction

- Technical logs: 30 days

- Analytics data: 12 months (anonymized)

16. Third-Party Services

Our Service integrates with:

- WhatsApp Business API

- Anthropic, OpenAI, Gemini, Inflection.ai, Groq

- All backend services are handled by n8n.io

Each third-party service has its own privacy policy governing their data handling practices.