

Privacy Policy

Contoso Electronics — Training/Demo Document (Copilot Studio)

Last updated: 2025-12-01

Summary

We collect customer information to process orders, provide support, prevent fraud, and improve the shopping experience.

We do not sell personal information. We may share limited data with service providers (payment processors, shipping carriers) to fulfill services.

Data we collect

- Contact information (name, email, phone, shipping/billing address).
- Order and payment metadata (not full card numbers).
- Device and site usage data (cookies, analytics).
- Support interactions (chat transcripts, case notes).

Customer choices

Customers can request account deletion, access to stored data, or corrections to inaccurate information.

Marketing emails include an unsubscribe link.

Retention

Order records are retained for accounting and warranty purposes. Support cases are retained for quality and dispute resolution.

Fictional document for Copilot Studio training.