GDPR and WebChatBot.ai

This page does not serve as legal advice. Please determine together with your legal advisor how GDPR applies to your business.

What is GDPR?

The General Data Protection Regulation (GDPR) is a European Union (EU) privacy law that allows EU citizens and residents access and control over their personal data.

Does it affect you?

If your business is based in the European Union (EU), or you process the personal data of individuals in the EU, the General Data Protection Regulation (GDPR) affects you.

Is WebChatBot.ai GDPR Compliant?

WebChatBot.ai is hosted in the European Union (EU) with its servers and databases held in the EU for EU regions and complies with the GDPR framework. For more detailed information you can email us at info@webchatbot.ai

The measures we took

Our terms and conditions tell you more information about what data we collect, data retention and transfers, and outlines your data protection rights.

All of WebChatBot.ai's data is encrypted at rest, and stored in servers based on the region of the client.

Data accessibility: You have full control of the information you collect, store and manage with WebChatBot.ai.

We have a Data Processing Agreement available for you. Email us at Info@webchatbot.ai and we will send it to you.

We do not offer to sign or amend additional DPAs. Instead, provide a standardised DPA that aligns with the regulations and protects all parties involved.

What happens with Chat log data?

WebChatBot.ai is the provider of an AI chatbot service that in some cases will collect contact information. However it is not the owner of the collected chatlog responses.

What do your cookies track?

Cookies are utilised for assigning chat logs to users for historical retention. A full list of what is being tracked is listed in our Privacy Policy

The chatbot creator is responsible for the data he/she collects

The chatbot creators are the data controller of the respondent data. WebChatBot.ai is the processor and stores information on behalf of the chatbot creators. As long as the chatbot creator's account is active, they will have full control over the data collected, and the time period for which the data is stored. Chatbot creators are able to delete or export form responses from their accounts if it would be required to do so.

WebChatBot.ai honour all deletions, and all form data which has been deleted by you is permanently deleted from our back-ups within 14 days.

How do you use my personal data?

WebChatBot.ai acts as a data controller in the relationship between WebChatBot.ai and our customers (chatbot owners) for the personal data you give us in order to use our services. Such data is inclusive but not limited to registered information for instance. WebChatBot.ai does not sell personal data to third parties or use it for marketing or advertising purposes.

We will only share your information with our service providers that help us to operate our business. In such cases, the third parties are also required to comply with the GDPR framework. More information about our subprocessors can be found on our Compliance page

Our full list of sub-processors can be found within our security policy.

Who can access my data? Under what circumstances does that happen, and what do they see?

No unauthorized person has access to the data. Access is only granted to the technical team that is responsible for server stability or for data requests. Access to those is highly monitored and tracked in our activity log.

How do I make sure my Chatbot Contact collection is GDPR compliant?

When implementing personal data collection (such as names, email addresses, and phone numbers) within your chatbot, several important considerations must be addressed:

1. Update your Terms of Service and Privacy Policy: Ensure these documents clearly explain how you're utilising WebChatBot.ai in your operations. Transparency is key to maintaining trust with your customers.
2. GDPR compliance: If you're collecting and processing personal data through our app, it's crucial to inform your customers about their rights under the General Data Protection Regulation (GDPR). This includes their right to access, rectify, and erase their personal data, among others.
3. Review and update policies: We strongly recommend regularly reviewing and updating your policies and internal documentation. These should be as comprehensive and clear as possible to avoid any misunderstandings or legal issues.
4. Website disclosure: Consider adding a section to your website that outlines your use of chatbot technology and data collection practices. You might use language similar to the following template:

Our website utilizes WebChatBot.ai, an advanced chat platform designed to connect you seamlessly with [Your Company Name]'s customer support team. To initiate the chat, we collect [email addresses/names/phone numbers - adjust based on your specific Chat Survey settings] with your explicit consent.

All messages and data exchanged during your interactions are securely stored within the WebChatBot.ai application. For detailed information about data handling practices, please refer to WebChatBot.ai's Privacy Policy.

[Your Company Name] uses this information solely for the purpose of addressing and following up on your inquiries or registered issues. We do not use these messages or data for any other purposes.
Rest assured that your personal data is processed and transmitted in full compliance with the General Data Protection Regulation (GDPR), ensuring your privacy rights are protected throughout your interaction with our chatbot service.

By addressing these points, you'll be better positioned to use chatbot technology responsibly and in compliance with data protection regulations.