

PRIVACY POLICY

Last Updated: [Insert Date]

This Privacy Policy explains how **AnkurBot**, operated by **Ankur Solutions Ltd.**, collects, uses, stores, discloses, and protects your personal data when you use our chatbot-building and automation platform (“AnkurBot”, “we”, “our”, “us”).

By accessing or using AnkurBot, you acknowledge that you have read and understood this Privacy Policy and agree to its terms.

1. Data We Collect

We collect different categories of data to provide and improve the platform.

1.1 Personal Information

- Full name
- Email address
- Phone number (optional/where required)
- Business or company details
- Account credentials
- Payment details (processed securely by third-party providers)

1.2 Usage & Technical Data

- IP address
- Device information
- Browser type and version
- Date and time of access
- Pages visited
- Session duration
- Interaction data with the platform
- Diagnostic logs

- API usage information

1.3 Chatbot & User Input Data

This includes:

- Training data uploaded by you
- Conversations your bot processes
- Files, FAQs, scripts, workflows, intents
- Data provided through integrations (e.g., websites, WhatsApp, CRM)

You are responsible for ensuring you have lawful rights to upload or process such data.

1.4 Third-Party Integration Data

If you connect external services, we may receive data from:

- WhatsApp or messaging APIs
- Websites and widgets
- CRM tools
- Payment systems
- Analytics integrations
- Email platforms

Data received depends on your configuration and the permissions you grant.

1.5 Cookies & Tracking Technologies

We use cookies and similar technologies to:

- Maintain login sessions
- Improve user experience
- Track usage patterns
- Enhance security
- Personalize the platform

(See the Cookie Policy for full details.)

2. How We Use Your Data

We use personal and technical data for the following purposes:

2.1 To operate and maintain the platform

- Create and manage your account
- Process your training data
- Deploy your chatbot
- Run analytics and workflows
- Provide customer support

2.2 To improve AnkurBot

- Enhance accuracy and performance
- Test new features
- Optimize training models
- Improve security
- Fix bugs and detect issues
- Conduct internal analytics (anonymized where possible)

2.3 To communicate with you

- Service notifications
- Product updates
- Pilot program invitations
- Support messages
- Billing and subscription communication
- Legal notices

2.4 For compliance and legal obligations

- Fraud prevention
- Security monitoring
- Data retention requirements
- Regulatory audits

- Lawful requests from authorities (as required)

3. Legal Basis for Processing (NDPR & GDPR-aligned)

We process data based on:

- **Consent** – when you register or upload your training data
- **Contract** – to provide the services you signed up for
- **Legitimate interest** – improving platform performance and security
- **Legal obligations** – tax, compliance, government requests

You may withdraw consent at any time, but this may affect your ability to use some features.

4. How We Store and Protect Your Data

We implement strong administrative, technical, and organizational security measures including:

- SSL/HTTPS encryption
- Encrypted database storage
- Two-factor authentication options
- Access control restrictions
- Regular vulnerability assessments
- Secure third-party processors
- Data minimization and pseudonymization where possible

While we use industry-standard security, no system is completely foolproof.

5. How We Share Your Data

We **do NOT** sell your data.

We may share your information only with:

5.1 Service Providers

Trusted third parties that support:

- Hosting
- Storage
- Messaging APIs
- Payment processing
- Analytics
- Customer support tools

These providers follow strict confidentiality and data protection obligations.

5.2 Third-Party Integrations (If You Enable Them)

When you connect external tools, your data may flow through those systems.

You are responsible for reviewing their privacy policies.

5.3 Legal & Regulatory Authorities

We may disclose data where required for:

- Compliance with Nigerian law
- Court orders
- Fraud prevention
- National security requests

5.4 Business Transfers

If AnkurBot merges, is acquired, or restructures, user data may be part of the transferred assets with appropriate protections.

6. User Responsibilities

You agree that:

- You have the right to upload or process any customer data used to train your chatbot.
- You will not upload illegal, harmful, or sensitive data without proper consent.
- You will comply with NDPR, GDPR, and all applicable data privacy rules relevant to your industry.

7. Retention of Data

We retain data for as long as necessary to:

- Provide the service
- Meet legal obligations
- Resolve disputes
- Enforce our agreements

You may request deletion at any time (see Section 9).

8. International Data Transfer

If data is transferred to servers outside Nigeria, such transfers will comply with:

- NDPR requirements
- Adequate protection safeguards
- Standard contractual clauses
- Industry best practices for secure transfer

9. Your Rights

In line with NDPR and GDPR principles, you have the right to:

- **Access** your personal data
- **Rectify** inaccurate or incomplete data
- **Request deletion** (“right to be forgotten”)
- **Restrict processing**
- **Object** to certain processing activities
- **Request data portability**
- **Withdraw consent** at any time
- **Lodge a complaint** with a data protection authority

To exercise any rights, email: privacy@ankursolutions.com

10. AI-Specific Data Handling

- Training data belongs to you.
- AI-generated outputs may rely on your input data.
- We do **not** use your datasets to train public or third-party models.
- System-level improvements use anonymized and aggregated metrics only.
- You are responsible for reviewing your chatbot’s content before deployment.

11. Cookies & Tracking Technologies

See the standalone **AnkurBot Cookie Policy** for full details.

Cookies may include:

- Session cookies
- Authentication cookies
- Performance and analytics cookies
- Security cookies

Users may manage cookie preferences in browser settings.

12. Children's Privacy

AnkurBot is **not intended for children under 13**.

We do not knowingly collect data from minors.

If such data is discovered, it will be deleted promptly.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time.

Updates become effective once posted on the platform.

Continued use of AnkurBot indicates acceptance of the updated policy.

14. Contact Information

For questions, concerns, or data requests:

Ankur Solutions Ltd.

Email: contact@ankursolutions.com

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