

Privacy Notice for the business AI Chat service



Data Controller:

Arktad Industries SAS de C.V., contact@arktadindustries.com, is responsible for the processing of personal data collected through the AI chat service.

Personal Data Collected:

The AI chat service of Arktad Industries only collects the conversations between the user and the chat. No personal information such as name, phone number, email, or other contact details is requested, although the user may voluntarily provide such information during the interaction, this being the responsibility of the user. Arktad Industries is not responsible for any questions asked or information provided to the AI chat.

Purpose of Data Processing:

The conversations are collected for the purpose of generating usage statistics, such as frequently asked questions, most requested services, number of interactions, and conversation volume. These statistics and the corresponding conversations are sent to the client who contracted the AI chat service at the end of each month. The conversations are then permanently deleted from Arktad Industries' database.

Data Storage and Protection:

The data is stored for one month in a secure database, in accordance with Google's security standards and compliance with ISO 27001. Once the conversations have been sent to the client, they are deleted from Arktad Industries' database, making them irrecoverable.

User Rights:

Users may request the deletion of their conversation by directly contacting the associated business or establishment. To do so, they must provide specific details of the interaction (date and information given to the chat). If the request is made within the storage month, Arktad Industries will proceed to delete the data from its database. If the request is made after this period, users must directly contact the client who contracted the service to request the deletion of their data from the client's database.

Data Sharing with Third Parties:

Conversations and statistics are only shared with the client who contracted the AI chat service and exclusively for the purposes described. Arktad Industries will not share this information with any other entity. Once the data has been delivered to the client, it is under their custody and is deleted from Arktad Industries' databases.

Notification of Privacy Notice Changes:

Any changes to this privacy notice will be communicated to clients via email at least 5 days before they come into effect. Additionally, the changes will be reflected on the Arktad Industries website on the day they take effect and will be available for consultation.