



Terms and conditions

Chatbot & AI Agent Privacy Policy

1. Overview

Our website uses an AI-powered Chatbot ("AI Agent") implemented and managed by Saffron Networking Ltd, who provide customised chatbot solutions using the Chatbot.com platform.

This privacy notice explains how your data is collected, used, stored, and protected when interacting with the chatbot.

By using the chatbot, you agree to the practices described below.

2. What Data We Collect

When you interact with the chatbot, the following information may be collected:

Information You Provide Directly

- Messages or questions you type into the chat window
- Optional contact details you choose to share (e.g., name, email, phone)

Technical Information

- Browser type
- Device data
- IP address (for security and fraud prevention)
- Time and duration of the chat

Conversation Metadata

- Time stamps
- Interaction patterns
- Chat performance data used for improvement

We do not knowingly collect sensitive personal data (health, political opinions, financial information, etc.).

3. Why We Collect This Data

Data is processed for the following purposes:

- To provide real-time assistance and answer your questions
- To improve accuracy, relevance, and performance of the chatbot
- To identify potential leads where you have expressed interest
- To improve our website's functionality and user experience
- To ensure the chatbot works reliably, safely, and as intended

We do not sell your data or use it for purposes unrelated to customer support or service optimisation.

4. How Your Data Is Processed and Stored

Platform Used

The chatbot functionality is built by Saffron Networking Ltd using the Chatbot.com platform via its developer tools & API.

Where Your Data Is Stored

- All conversations, logs, and knowledge base content are stored securely on Chatbot.com's servers.
- Chat logs are retained for up to 12 months, then deleted or anonymised.
- Only authorised personnel at Saffron Networking Ltd access this data for setup, optimisation, and support.

How Your Data Is Protected

Chatbot.com provides:

- Encrypted data storage
- Secure server environments
- Strong access controls
- GDPR-compliant processing

Your data is never used to train public AI models, nor is it shared with unrelated third parties.

5. Third-Party Processors

To operate the chatbot, Saffron Networking Ltd uses:

Primary Processor

Chatbot.com - (Provides infrastructure, storage, and chatbot operational tools)

Supporting AI Providers (Where Required)

Saffron Networking Ltd may use Large Language Model (LLM) services via Chatbot.com's integrations (e.g., OpenAI).
These providers process conversations only to generate responses, under strict GDPR-compliant agreements.

Your data:

- Is not stored by these LLMs for training
- Is not reused outside your chat session
- Is processed strictly under contractual, secure conditions

6. User Rights (GDPR & UK GDPR)

You have the right to:

- Access your personal data
- Request correction or deletion
- Object to processing
- Restrict how your data is used
- Withdraw consent at any time

To exercise your rights, please contact:
info@saffron-networking.com

7. Consent Notice

By engaging with the chatbot, you acknowledge and consent to the processing described in this policy.

8. Contact

For questions or any privacy-related requests:

Saffron Networking Ltd

Email: info@saffron-networking.com

Website: www.saffron-networking.com