

# Privacy Policy for AI Chatbots

## 1. Introduction

Welcome to Waste Mission's AI Chatbot Privacy Policy. We value your privacy and are committed to protecting your personal data, with full transparency. This policy outlines how we collect, use, and safeguard your information. By using our AI chatbot, you agree to follow guidance in [3. User Responsibilities](#), and all other terms outlined here.

## 2. Information We Collect

- We keep a record of chat logs for all conversations with our AI chatbot indefinitely. This includes all text entered by the user, all chatbot responses and appropriate timestamps.
- We collect IP addresses for all chatbot users.
- We collect feedback in the form of a 'thumbs-up' or 'thumbs-down' for AI-generated responses.
- We DO NOT anticipate identifiable (personal) information be entered into our AI chatbot.

## 3. User Responsibilities

- It is the users responsibility to ensure personal, identifiable data is not entered into the chatbot.
- The user must keep up-to-date with privacy policy changes; more below.
- The user must ensure their questions are legitimate, appropriate and legal.
- The user understands that our chatbots may get things wrong, and agrees it is their responsibility to confirm any information received from them is accurate. You can do so by contacting [control@wastemission.com](mailto:control@wastemission.com). Waste Mission is not liable for any inconvenience or damage caused by erroneous chatbot responses.

## 4. How We Use Your Information

- To provide and improve our chatbot service, in-part by amending erroneous messages.
- To use analytics for chatbot usage, including the country users accessed from.

## 5. Data Sharing and Disclosure

We do not share your personal data with third parties except:

- With your consent.
- To comply with legal obligations.
- To protect our rights and safety.
- To facilitate operation of our AI chatbot:
  - Our chatbot is hosted by Chatbase.co, who store all relevant information including comprehensive chat logs and IP addresses. See more about how Chatbase protect your data at <https://trust.chatbase.co/>

## 6. Data Security

We implement appropriate technical and organisational measures to protect your data against unauthorised access, alteration, or destruction. All data relevant to our AI chatbot detailed above is stored by Chatbase.co with full GDPR compliance. We may also keep copies of training data, which may include chat logs, in-house, with full GDPR compliance. See our downloads page for more information: [https://wastemission.com/responsibility/#wm\\_pdf\\_downloads](https://wastemission.com/responsibility/#wm_pdf_downloads)

## 7. Changes to This Policy

We may update this policy from time to time. We will update the footer of our chatbot pop-up if this happens, but as we do not collect contact information, we cannot send a notice directly.

## 8. Contact Us

If you have any questions or concerns about this policy, please contact us by email at [control@wastemission.com](mailto:control@wastemission.com).