

Chatbot privacy policy

Information about the processing of your personal information when you contact Cellbes via our chatbot.

1. Introduction

In this privacy policy, we describe how Cellbes and the provider Kindly AI process your personal information when you contact us via our chatbot.

In addition to this specific privacy policy, Cellbes's general privacy policy applies, which can be found [here](#). There you can read more about your rights under the privacy rules, among other things.

Kindly AI is the controller of the personal data registered through your use of our chatbot, organisatinion number: 559186-9291, Kungsgatan 64, 111 22 Stockholm.

A chatbot is essentially a computer program designed to interact with people in written conversation.

You can get help with tracking packages, information about payment and delivery methods, production info, and much more.

To chat with our chatbot, simply look for and click on the chat symbol in the lower right-hand corner of your screen.

2. What data do we collect and why?

When you use the Chatbot

Personal data that may be relevant to the chatbot to help you get the best possible help may include your order number, email address, and tracking number. You do not need to register any personal data to use the chatbot. You can choose to speak to a customer service agent directly if you do not want to speak to the chatbot.

Improving how our chatbot works

We input a sample set of customer questions into the chatbot to improve and develop the chatbot's responses. We do not use personal data in this context.

Stats and evaluation

We use the questions in the chatbot to compile statistics and otherwise evaluate usage, but we don't use personal data in this context.

3. Data storage and deletion

Your chatbot conversation is stored for 90 days before being deleted, and conversations with a customer service agent are deleted upon request. You can also download the conversation if you want. Click the gear icon in the top right-hand

corner of the chat window, then click on your desired option, depending on whether you wish to delete or download the conversation.

4. Provider

Kindly AI is the chatbot provider. They process all personal data about you on our behalf, as per the data processing agreement entered into with us at Cellbes.

5. If the chatbot can't answer and you speak to a customer service agent instead

In the event you have questions the chatbot cannot answer, in some cases you'll be given the option to chat with a customer service agent. You will then be asked to provide information relevant to your enquiry. We ask for this information before you are placed in the chat queue because we usually require this information in order to resolve the issue as efficiently as possible. The reason we ask for this information up front before connecting you with a customer service agent is to streamline the process in order to assist you as quickly as possible. This also cuts down wait times for speaking to our customer service agents."

The data we collect is used solely to follow up on your order or issue, as well as to ensure we can provide a service that's tailored especially to you and your needs.