

# Telecom4Good AI Assistant Privacy Policy

## Introduction

Telecom4Good (“Company”) is committed to protecting the privacy of its clients and their website visitors. This Privacy Policy outlines how we collect, use, and protect information related to the Telecom4Good AI Assistant service. This policy applies to organizations and entities using the AI Assistant on their websites and does not apply to individuals or personal users.

By using the AI Assistant, you agree to the terms of this Privacy Policy.

## 1. Information We Collect

The AI Assistant collects and processes publicly available content from your organization’s website, along with any additional content you choose to upload. This helps the AI Assistant improve its ability to respond to inquiries.

The types of information we collect include:

- **Public Website Content:** Text and other content that is publicly available on your website.
- **Client-Provided Content:** PDFs, video links, and other files that you upload to the AI Assistant to enhance its responses.
- **Messages from Website Visitors:** We store all messages that visitors write to the AI Assistant on your website. These messages are made available to you in your admin portal for review and to ensure that your AI Assistant is providing accurate responses. We only store the messages and do not collect additional personal information about the visitors unless they voluntarily provide such information.
- **Answers Given by the AI Assistant:** We store all answers provided by the AI Assistant on your website. These answers are also available in your admin portal for review and training purposes.

The AI Assistant does not collect any personal information from website visitors unless it is voluntarily provided by the visitor. The AI Assistant processes only publicly available content or client-uploaded information.

## 2. How We Use the Information

The information collected and uploaded is used solely for training and enabling the AI Assistant to respond to user queries. Specifically:

- **Training the AI Assistant:** We use the content from your public website and uploaded materials to train the AI Assistant.
- **Improving Responses:** The AI uses the collected content to improve the accuracy of responses to user questions on your website.

### **3. Data Control and Ownership**

All content uploaded to the AI Assistant, whether publicly available or provided by the client, remains under the control and ownership of the client. You can modify or remove the content at any time.

We do not store, share, or use the information for any other purpose besides training the AI Assistant to respond to your website visitors. We also do not have access to the data that is uploaded.

### **4. Data Security**

We take the security of your information seriously. Telecom4Good implements appropriate technical and organizational measures to protect the information processed by the AI Assistant. However, you are responsible for the security of your own website and the content you upload.

### **5. No Sharing of Data**

Telecom4Good does not share or sell any data uploaded to train the AI Assistant. All information used by the AI is confined to the scope of responding to user questions on your website. There is no sharing of data with third-party entities for advertising or marketing purposes.

### **6. Client Responsibility for Content**

You are responsible for ensuring that any content you upload to the AI Assistant complies with applicable laws, including intellectual property rights, and does not contain sensitive personal data. By using the AI Assistant, you confirm that you have the necessary rights to use and upload the content.

### **7. Data Retention**

Content provided to the AI Assistant will be retained only as long as it is necessary for the AI to provide its services. You have the right to add, update, or delete any content uploaded to the AI Assistant at any time. Once deleted, the content is permanently removed from our systems.

## **8. Changes to This Privacy Policy**

Telecom4Good may update this Privacy Policy periodically. Any changes will be posted on this page, and continued use of the AI Assistant after changes are made will indicate acceptance of those changes.

## **9. Contact Information**

If you have any questions or concerns about this Privacy Policy or the data collected by the AI Assistant, please contact us at: [support@telecom4good.org](mailto:support@telecom4good.org).