Privacy Policy

Effective Date: Feb 20th 2025

Introduction

Welcome to SpotInfo.ai ("Company," "we," "our," "us"). We are committed to protecting your privacy and ensuring that your personal and business data is handled responsibly. This Privacy Policy explains how we collect, use, and share information from our users, including merchants and their customers, when using our services.

By using SpotInfo.ai, you agree to the collection and use of information in accordance with this Privacy Policy.

Information We Collect

We collect the following types of information:

- **Merchant Data**: When merchants upload information onto our platform, we collect business data, product details, FAQs, and other relevant content for our Agentic RAG bots
- **User Interactions**: Our AI-powered Agentic RAG bots interact with users of the merchants. These interactions may be stored for service improvements and analytics
- **Personal Information**: If merchants or users provide personal information (such as names, email addresses, or phone numbers), we process this data in compliance with applicable regulations

How We Use Information

We use collected data for the following purposes:

- To provide and improve our services, including AI-powered chatbot interactions.
- To enhance merchant-user engagement through automated responses.

- To ensure compliance with legal and regulatory obligations.

- To prevent fraud, security threats, and unauthorized access.

- To analyze usage trends and improve AI model performance.

Data Sharing & Third-Party Services

We do not sell personal information. However, we may share data with:

- **Service Providers**: Third-party vendors who assist in platform hosting, analytics, or security like Google Cloud Platform
- **Compliance & Legal Authorities**: If required by law or legal process, we may disclose information to law enforcement or regulatory bodies.
- **Business Transfers**: In case of a merger, acquisition, or asset sale, data may be transferred to the new entity.

Data Retention & Security

We retain collected data for as long as necessary to provide our services, comply with legal obligations, and resolve disputes. We implement industry-standard security measures to protect data against unauthorized access, disclosure, or loss.

Merchants Choices & Rights

Merchants and their Users have the following rights concerning their data:

- **Access & Correction**: Merchants can request access to their data and ask for corrections if needed.
- **Opt-out & Deletion**: Merchants can request the deletion of their uploaded data by contacting us.

Compliance with Google's Authentication & Data Privacy Guidelines

SpotInfo.ai adheres to Google's authentication and privacy policies, ensuring secure data processing, transparency, and user control over their information. We comply with the guidelines set forth by Google for applications integrating Google Auth.

Children's Privacy

Our services are intended for business use and are not directed at children under 13. We do not knowingly collect personal data from children.

Updates to This Policy

We may update this Privacy Policy periodically. We will notify users of significant changes through our website or other communication channels.

Contact Us

If you have any questions or concerns regarding this Privacy Policy, please contact us at: support@spotinfo.ai

By using SpotInfo.ai, you acknowledge that you have read and understood this Privacy Policy and agree to its terms.