

Privacy Policy

Effective date: July 26, 2025

This Privacy Policy describes the principles of personal data processing by the owner of the chatbotfast.com service, i.e., the company:

IT Consulting Piotr Woźniak

Szajnowicza-Iwanowa 69/2, 42-218 Częstochowa, Poland

Tax ID (NIP): 5732650510, REGON: 243124509

Contact: support@chatbotfast.com

1. Data Controller

The data controller of your personal data is IT Consulting Piotr Woźniak, conducting business in Poland. For data transmitted to OpenAI via chatbot interactions, the company acts as a data processor on behalf of the user who creates the bot.

2. What Data Do We Collect?

Depending on how you use our platform, we may process:

- Email address
 - Identification data (e.g., first name, last name, company name)
 - Transactional data (e.g., payment information via Stripe)
 - IP address, browser and operating system data
 - Data voluntarily provided in contact forms, support requests, account personalization, or chatbot creation
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3. Purpose and Legal Basis of Data Processing

We process data to:

- Provide the service (Art. 6(1)(b) GDPR)
- User support — email contact and technical support (Art. 6(1)(b) or (f) GDPR)
- Billing (Art. 6(1)(c) GDPR)
- Ensure security (system logs – Art. 6(1)(f) GDPR)
- Statistical analysis and service optimization (Google Analytics – Art. 6(1)(a) GDPR — consent)
- Fulfill legal obligations (Art. 6(1)(c) GDPR)

Note: For analytics like Google Analytics, data is collected only after obtaining your consent via the cookie banner. Consent can be withdrawn at any time.

4. Storage and Processing of Chatbot Conversation Data

- Chatbotfast.com does **not** store chat histories from bots created by users.
- Conversation history is saved locally in your browser via **localStorage** and can be deleted anytime by clicking the “Delete history” button in the chatbot widget.
- Chatbots use external APIs provided by OpenAI. Data entered in conversations may be processed and stored by OpenAI according to their privacy policy.
- By creating and using chatbots, you accept OpenAI’s Terms of Service and Privacy Policy: <https://openai.com/policies>
- Processing by OpenAI may involve data transfers outside the European Economic Area (EEA), including to the United States. OpenAI ensures an adequate level of data protection via Standard Contractual Clauses (SCC) and participation in the Data Privacy Framework (DPF), where applicable.
- Users are responsible for compliance when their chatbots collect data from third parties. In such cases, the user is the data controller, and chatbotfast.com acts as a data processor on their behalf. This is regulated by the Data Processing Agreement (DPA), part of the service terms.

5. Data Transfer

Data may be shared with trusted partners:

- Google Cloud Platform (hosting – transfer outside EEA based on SCC)
- DigitalOcean (hosting – transfer outside EEA based on SCC)
- Stripe (payments – transfer outside EEA based on DPF/SCC)
- SendGrid (mailing – transfer outside EEA based on DPF/SCC)
- OpenAI (chatbot queries – transfer outside EEA based on SCC/DPF)
- Cloudflare (DNS management, security – transfer outside EEA based on SCC/DPF)
- Webio.pl (email services – transfer outside EEA under applicable safeguards)

All these entities ensure an adequate level of protection in compliance with GDPR.

6. Data Storage Duration

Your data is stored for:

- The duration of your active account
 - As required by law (e.g., accounting)
 - Necessary periods for claims or defense (statute of limitations)
 - Until withdrawal of consent if that was the basis for processing
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7. User Rights

You have the right to:

- Access your data
- Correct your data
- Request deletion (“right to be forgotten”)
- Restrict processing
- Data portability
- Object to processing
- File a complaint with the Data Protection Authority

To exercise your rights, contact us at: support@chatbotfast.com. We will respond within one month.

8. Cookies

We use cookies to:

- Conduct statistics (Google Analytics)
- Ensure proper platform functioning

On your first visit, a cookie consent banner is shown. You can select which categories of cookies you accept, except those strictly necessary for service operation. Consent is managed via a Consent Management Platform (CMP).

More information is available in our separate Cookie Policy.

9. California Residents’ Rights (CCPA/CPRA)

If you are a California resident, you have additional rights under the California Consumer Privacy Act (CCPA), amended by the California Privacy Rights Act (CPRA):

- Right to know what personal data we collect, use, disclose, or sell/share

- Right to request deletion of your personal data
- Right to correct inaccurate data
- Right to opt-out of sale/sharing of your data for advertising purposes (via “Do Not Sell or Share My Personal Information” link, if applicable)
- Protection from discrimination for exercising these rights

To exercise these rights, contact: support@chatbotfast.com.

10. Contact

For any questions regarding your personal data, please contact:
support@chatbotfast.com