

Botsafe privacy policy -

Privacy Policy for Botsafe

Effective Date: 23 May 2026

Business Name: Botsafe AI Systems

Location: United Kingdom

Introduction

Botsafe (“we”, “our”, or “us”) is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, store, and protect your information when you visit our website, interact with our chatbot services, contact us, or use any of our automation and virtual assistant solutions.

By using our website or services, you agree to the terms of this Privacy Policy.

Information We Collect

We may collect and process the following types of personal information:

Information You Provide Directly

- Name
- Email address
- Phone number
- Business information
- Messages submitted through forms, live chat, WhatsApp, Facebook Messenger, or chatbot interactions
- Appointment or enquiry details

Information Collected Automatically

When you visit our website, we may automatically collect:

- IP address
- Browser type and version
- Device information
- Pages visited
- Time and date of visits
- Website usage data through cookies and analytics tools

How We Use Your Information

We use your information to:

- Respond to enquiries and provide customer support
- Deliver our chatbot, automation, and virtual assistant services
- Improve our website and customer experience
- Send important service updates
- Process appointments or customer requests
- Analyse website performance and user behaviour
- Comply with legal obligations

We will only use your information where we have a lawful basis to do so under UK data protection laws.

Legal Basis for Processing

Under the UK General Data Protection Regulation (UK GDPR), we rely on the following lawful bases:

- Consent
 - Contractual necessity
 - Legitimate interests
 - Legal obligations
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Cookies and Analytics

Botsafe may use cookies and similar technologies to improve website functionality and analyse traffic.

Cookies may help us:

- Understand how visitors use our website
- Improve performance and user experience
- Remember user preferences

You can control or disable cookies through your browser settings.

Third-Party Services

We may use trusted third-party platforms and tools to operate our services, including:

- Tidio
- Meta platforms (Facebook and Messenger)
- WhatsApp
- Google Analytics
- Email providers
- Hosting providers
- Automation platforms such as Zapier

These providers may process data on our behalf in accordance with their own privacy policies.

Data Storage and Security

We take appropriate technical and organisational measures to protect your personal data against unauthorised access, loss, misuse, or disclosure.

While we strive to protect your information, no online transmission or storage system can be guaranteed to be 100% secure.

Data Retention

We only retain personal data for as long as necessary to:

- Fulfil the purposes outlined in this policy
- Meet legal or regulatory requirements
- Resolve disputes or enforce agreements

When data is no longer required, it will be securely deleted.

Your Rights

Under UK data protection laws, you may have the right to:

- Access your personal data
- Correct inaccurate information
- Request deletion of your data
- Restrict or object to processing
- Withdraw consent at any time
- Request transfer of your data
- Lodge a complaint with the Information Commissioner's Office (ICO)

To exercise any of these rights, please contact us using the details below.

Children's Privacy

Our services are not intended for children under the age of 13, and we do not knowingly collect personal information from children.

External Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of external websites.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any updates will be posted on this page with the revised effective date.

Contact Information

If you have any questions about this Privacy Policy or your personal data, please contact:

Botsafe

Email: Support@Botsafeaisystems.co.uk

Website: Botsafeaisystems.co.uk

Disclaimer

This Privacy Policy template is provided for general informational purposes and should be reviewed to ensure it meets your specific business practices and legal obligations.