

1. Purpose of the Chat

Mind Web Concierge is designed to help visitors find information more easily, navigate website content, and receive clear answers to questions. The chat provides automated responses based on the content available on this website and related knowledge sources.

2. Information We Collect

Information You Provide

- When you use the chat, we may collect:
- Messages, questions, and prompts you submit
- Information you voluntarily choose to include in your messages
- You are not required to provide personal or identifying information to use the chat.

3. Automatically Collected Information

To operate and improve the service, limited technical information may be collected automatically, such as:

- Device or browser type
- General usage data (for example, interaction frequency or timestamps)
- Page or context from which the chat is used

This information is used only to support functionality, security, and service improvement.

4. How We Use Information

Information collected through the chat may be used to:

- Generate relevant and helpful responses
- Improve accuracy, performance, and user experience
- Monitor usage to ensure proper and secure operation
- Maintain and enhance website features

Chat data is not used for marketing or advertising purposes.

5. Content & AI-Generated Responses

The chat uses automated systems to generate responses based on:

- Public website content
- Approved knowledge sources linked to this website

While the system aims to provide accurate and helpful information, responses are generated automatically and may not always be complete or up to date. Information provided through the chat is for general informational purposes only and should not be considered professional advice.

6. Knowledge Indexing

Website content may be indexed to make information easier to retrieve through the chat. This indexing is limited to content authorized for use and is intended solely to support user interactions within this website.

Administrators may review, update, or remove indexed content to ensure relevance and accuracy.

7. Data Storage & Security

We take reasonable technical and organizational measures to protect information from unauthorized access, loss, or misuse. Access to data is limited to systems necessary for operating and maintaining the service.

Information is retained only for as long as needed to provide and improve the chat experience or to meet operational requirements.

8. Payments & Access Management

If the chat or related features include paid access, subscriptions, or trials, payment processing is handled by trusted third-party providers. Payment details are managed by those providers and are not stored by Mind Web Concierge.

9. Third-Party Services

To operate effectively, Mind Web Concierge may rely on third-party services for hosting, analytics, or payment processing. These services operate under their own privacy policies and applicable laws.

10. Changes to This Policy

This Privacy Policy may be updated from time to time. Any updates will be posted on this page with a revised date. Continued use of the chat after changes are posted constitutes acceptance of the updated policy.

11. Contact Information

If you have questions or concerns about this Privacy Policy or how information is handled, please contact us through the website.