

ChatDDT Privacy Policy

Effective Date: June 23, 2023

This Privacy Policy outlines the data practices of Direct Telecom ("we", "us", "our") for your use of the ChatDDT AI assistant service ("ChatDDT", "Service"). We are committed to protecting your privacy and ensuring our compliance with the General Data Protection Regulation (GDPR). This policy aims to help you understand how we collect, use, and safeguard your information.

1. Information We Collect

When you use ChatDDT, we exchange data with our service partners: META for WhatsApp communication, Google for speech-to-text and text-to-speech conversion, and OpenAI for the ChatGPT function. We do not save or store your personal data permanently. However, we temporarily retain data during a conversation to maintain context and coherency in the dialogue. This data does not include personally identifiable information.

2. How We Use Your Information

We use the collected data to operate, improve, and maintain our Service, as well as to provide personalised and efficient interactions. We do not use your data for any other purposes and we do not share it with third parties beyond those necessary for the functioning of the Service.

3. Data Storage and Retention

In accordance with GDPR requirements, the data collected during your interaction with the Service is temporarily stored and is purged after the completion of the conversation. The purpose of this temporary storage is to provide context for the ongoing conversation, not for any other use or future conversations.

4. Your Rights Under GDPR

Under GDPR, you have the right to access your data, correct any inaccuracies, delete your data, limit or object to processing, and the right to data portability. If you wish to exercise any of these rights, please contact us.

5. Third-Party Services

ChatDDT interacts with third-party services, including META, Google, and OpenAI. These third-party services have their own privacy policies which detail how they collect and use your data. By agreeing to this Privacy Policy, you are also agreeing to the Terms of Use and Privacy Policies of META, Google, and ChatGPT (OpenAI). We recommend you review these policies to fully understand their practices.

6. Changes to this Policy

We reserve the right to modify this privacy policy at any time. Changes and clarifications will take effect immediately upon their posting on this website. If we make substantial changes, we will notify you here, by email, or through a notification on our Service.

7. Contact Us

If you have any questions, concerns regarding our Privacy Policy, or wish to exercise your rights under GDPR, please contact us at info@direct-telecom.es.