

Privacy Policy

Effective Date: 07 February 2024

Welcome to SupportAIbot.com, a service provided by Approachable One LLC, a company registered in Wilmington, DE, with the registration number 001397664 and located at 1007 N Orange St. 4th Floor, 3155, Wilmington, DE 19801 ("Company", "we", "us", or "our"). Your privacy is paramount to us, and this Privacy Policy outlines how we collect, use, protect, and disclose your information across our website SupportAIbot.com ("Website" or "Service").

1. Information Collection and Use

We collect information to provide and improve our Service to you. By using the Service, you agree to the collection and use of information in accordance with this policy.

Personal Data: We collect personal data when you voluntarily provide it to us. This may include your email address, first name, last name, and any other information you choose to provide for the purpose of receiving a quote or information about our Chatbot services.

Usage Data: We collect usage data automatically generated by the use of the Service or from the Service infrastructure itself (for example, the duration of a page visit). This may include details such as your computer's Internet Protocol address (e.g., IP address), browser type, browser version, our Service pages that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers, and other diagnostic data.

Tracking & Cookies Data: We use cookies and similar tracking technologies to track the activity on our Service and hold certain information. Cookies are files with a small amount of data which may include an anonymous unique identifier. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Service.

2. Use of Data

Approachable One LLC uses the collected data for various purposes:

- To provide and maintain our Service
- To notify you about changes to our Service
- To allow you to participate in interactive features of our Service when you choose to do so
- To provide customer support
- To gather analysis or valuable information so that we can improve our Service
- To monitor the usage of our Service
- To detect, prevent, and address technical issues
- To send you a quote or information about our Chatbot services upon your request

3. Legal Basis for Processing Personal Data Under General Data Protection Regulation (GDPR)

If you are from the European Economic Area (EEA), Approachable One LLC legal basis for collecting and using the personal information described in this Privacy Policy depends on the Personal Data we collect and the specific context in which we collect it.

Approachable One LLC may process your Personal Data because:

- We need to perform a contract with you
- You have given us permission to do so
- The processing is in our legitimate interests and it's not overridden by your rights
- To comply with the law

4. Retention of Data

Approachable One LLC will retain your Personal Data only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use your Personal Data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.

5. Transfer of Data

Your information, including Personal Data, may be transferred to — and maintained on — computers located outside of your state, province, country, or other governmental jurisdiction where the data protection laws may differ from those from your jurisdiction.

If you are located outside the United States and choose to provide information to us, please note that we transfer the data, including Personal Data, to the United States and process it there.

Your consent to this Privacy Policy followed by your submission of such information represents your agreement to that transfer.

Approachable One LLC will take all the steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy and no transfer of your Personal Data will take place to an organization or a country unless there are adequate controls in place including the security of your data and other personal information.

6. Disclosure of Data

We may disclose your personal information in the good faith belief that such action is necessary to:

- To comply with a legal obligation
- To protect and defend the rights or property of Approachable One LLC

- To prevent or investigate possible wrongdoing in connection with the Service
- To protect the personal safety of users of the Service or the public
- To protect against legal liability

7. Security of Data

The security of your data is paramount to us. We strive to use commercially acceptable means to protect your Personal Data, but remember that no method of transmission over the Internet or method of electronic storage is 100% secure. While we cannot guarantee absolute security, we implement a variety of security measures, including encryption, firewalls, and secure server facilities, to help protect against unauthorized access, alteration, disclosure, or destruction of your personal information under our control.

8. Your Data Protection Rights Under General Data Protection Regulation (GDPR)

If you are a resident of the European Economic Area (EEA), you have certain data protection rights aimed at ensuring you have significant control over your personal data. Approachable One LLC aims to take reasonable steps to allow you to correct, amend, delete, or limit the use of your Personal Data. Your rights include:

- **The right to access** – You have the right to request copies of your personal data from us. We may charge you a small fee for this service.
- **The right to rectification** – You have the right to request that we correct any information you believe is inaccurate. You also have the right to request that we complete information you believe is incomplete.
- **The right to erasure** – You have the right to request that we erase your personal data, under certain conditions.
- **The right to restrict processing** – You have the right to request that we restrict the processing of your personal data, under certain conditions.
- **The right to object to processing** – You have the right to object to our processing of your personal data, under certain conditions.
- **The right to data portability** – You have the right to request that we transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you wish to exercise any of these rights, please contact us. Note that we may ask you to verify your identity before responding to such requests.

9. Links to Other Sites

Our Service may contain links to other sites that are not operated by us. If you click a third-party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit. We have no control over and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

10. Children's Privacy

Our Service does not specifically target anyone under the age of 18 ("Children"). We do not knowingly collect personally identifiable information from children under 18. If you are a parent or guardian and you become aware that your child has provided us with Personal Data without your consent, please contact us. Upon notification, we will take immediate steps to remove any such information from our servers and make any necessary adjustments to our practices to ensure such an incident does not recur. Protecting the privacy of young children is especially important, and we encourage parents and guardians to take an active role in their children's online activities and interests.

****11. Changes to This Privacy Policy****

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page and updating the "effective date" at the top of this Privacy Policy.

We encourage you to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

****12. Consent****

By using our Service, you hereby consent to our Privacy Policy and agree to its terms.

****13. Contact Us****

If you have any questions about this Privacy Policy, please contact us:

- By visiting this page on our website: supportaibot.com

- By sending us an email: info@supportaibot.com