

Privacy Policy for IKANTEK's AI Chatbot – AIRA

Effective Date: 10th June 2025

At **IKANTEK Solutions LLP** ("we", "us", or "our"), we are committed to protecting your privacy and handling your personal data responsibly. This Privacy Policy outlines how we collect, use, share, and protect your information when you interact with our AI chatbot, in compliance with international data protection laws.

1. Scope and Applicability

This policy applies to all users of our AI chatbot, regardless of their location. We comply with applicable data privacy laws, including but not limited to:

- **EU General Data Protection Regulation (GDPR)**
 - **UK General Data Protection Regulation (UK-GDPR)**
 - **California Consumer Privacy Act (CCPA) and California Privacy Rights Act (CPRA)**
 - **Brazil's Lei Geral de Proteção de Dados (LGPD)**
 - **Canada's Personal Information Protection and Electronic Documents Act (PIPEDA)**
 - **South Africa's Protection of Personal Information Act (POPIA)**
 - **India's Digital Personal Data Protection (DPDP) Act**
 - **Singapore's Personal Data Protection Act (PDPA)**
 - **Australia's Privacy Act**
 - **Other relevant local privacy laws**
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2. Information We Collect

We collect the following types of information:

a. Personal Data (Voluntary)

- Name, email, phone number, or other identifiers you provide
- Any other personal data entered in the conversation

b. Chat and Interaction Data

- Messages you send and receive
- Conversation context and timestamps

c. Technical and Usage Data

- IP address, device type, browser type, OS
- Session duration, clickstream data, chatbot usage patterns

d. Cookies and Tracking

We may use cookies or similar technologies to collect data about your interaction with our service. Where required, we seek your consent before using non-essential cookies.

3. Legal Basis for Processing

Depending on your jurisdiction, our legal bases for processing your data may include:

- **Consent** – You voluntarily provide your information
- **Performance of a Contract** – To deliver chatbot services
- **Legal Obligation** – To comply with applicable laws
- **Legitimate Interests** – To improve services and ensure security

You can withdraw your consent at any time by contacting us at enquiry@ikan.com

4. How We Use Your Information

We may use your information to:

- Provide chatbot services and respond to your queries
 - Improve functionality, accuracy, and user experience
 - Analyze usage trends and system performance
 - Prevent abuse, fraud, or security threats
 - Comply with legal obligations
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5. Data Sharing and Disclosure

We do not sell your personal information. We may share data:

- With trusted **third-party processors** (e.g., hosting, analytics providers) under strict confidentiality
- With **regulatory or legal authorities** when required
- With **your consent**, for optional integrations or features

All processors and sub-processors are contractually bound to data protection terms compliant with applicable laws.

6. International Data Transfers

If your data is transferred outside your country (to servers in the US or EU), we ensure appropriate safeguards such as:

- Standard Contractual Clauses (SCCs)
 - Data Processing Agreements (DPAs)
 - Adequacy decisions where applicable (e.g., UK to EU)
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7. Data Retention

We retain personal and interaction data **only as long as necessary** for the purposes described or as required by law. You may request deletion of your data anytime.

8. Your Privacy Rights

Depending on your location, your rights may include:

Right	Description
Access	Request a copy of your personal data
Rectification	Correct inaccurate or incomplete data
Erasure	Request deletion ("Right to be forgotten")
Restriction	Limit processing of your data
Objection	Object to processing based on legitimate interests
Portability	Receive your data in a machine-readable format
Withdraw Consent	At any time, without affecting prior lawful processing
Non-Discrimination	Exercise rights without facing discrimination (CCPA)

To exercise your rights, please contact us at: enquiry@ikan.com

9. Children's Privacy

This service is not intended for individuals under the age of 13 (or applicable age of digital consent). We do not knowingly collect data from children without parental consent.

10. Data Security

We implement technical and organizational security measures, including:

- Encryption of data in transit and at rest
- Access control and authentication
- Regular monitoring and vulnerability assessments

While we strive to protect your data, no system is 100% secure.

11. Changes to This Policy

We may update this policy from time to time. Any changes will be posted on this page with a revised "Effective Date." Continued use of the chatbot indicates acceptance.

12. Contact Us

If you have questions or concerns about your data or this policy, please contact:

IKANTEK Solutions LLP

Email: enquiry@ikan.com / vinod@ikan.com

Address: 723, Seventh Floor, DLF Tower A, Jasola, New Delhi 110025, INDIA
