

Privacy Policy

Effective Date: May 5, 2025

1. Introduction

This Privacy Policy describes how the Shopify Chatbot app (“we”, “us”, or “our”) collects, uses, and protects your information when you use our app on your Shopify store.

2. Information We Collect

a. Shopify Store Data

When you install and use our app, we access certain information from your Shopify store, including:

- Store name and domain
- Store owner contact information
- Storefront and admin API data (e.g., products, orders, customers) as permitted by the app's required scopes

b. Customer Data

To provide chatbot and order tracking functionality, we may access:

- Order information (order status, fulfillment, shipping details)
- Product details
- Customer inquiries submitted via the chatbot

c. Usage Data

We may collect anonymized usage data to improve the app, such as:

- Chatbot interactions and intent statistics
- Feature usage in the admin dashboard

3. How We Use Your Information

We use the collected information to:

- Provide chatbot and order tracking services to your customers
- Display product recommendations and FAQs
- Enable admin dashboard features (e.g., notifications, settings)
- Improve and support the app's functionality
- Comply with legal and Shopify requirements

4. Sharing of Information

We do not sell or share your store or customer data with third parties, except:

- As required by law or to comply with legal obligations
- To trusted service providers (e.g., OpenAI for chatbot responses, Azure for backend processing) solely for app functionality

5. Data Security

We take reasonable technical and organizational measures to protect your data, including:

- Secure authentication for Shopify and OpenAI APIs
- Encryption in transit via HTTPS
- Regular monitoring and updates

6. Data Retention

We retain store and customer data only as long as necessary to provide the app's services or as required by law. You may request deletion of your data at any time by uninstalling the app or contacting us.

7. International Transfers

Your data may be processed and stored on servers outside your country of residence (e.g., Azure cloud infrastructure), but we ensure adequate protection consistent with applicable laws.

8. Your Rights

You may:

- Access, correct, or request deletion of your data by contacting us

- Uninstall the app to revoke our access to your Shopify store data

9. Changes to This Policy

We may update this Privacy Policy from time to time. Changes will be posted here with a revised effective date.

10. Contact Us

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

Email: [your-support-email@example.com]