

# Privacy Policy

BotWiz is committed to protecting your privacy and ensuring the security of your personal information. This Privacy Policy outlines how we collect, use, and safeguard your data when you use the BotWiz platform and related services. We may update this Privacy Policy periodically, so please review it regularly for any changes. BotWiz follows the General Data Protection Regulation (GDPR) and other applicable data protection laws to protect your privacy rights.

## 1. What Is Personal Information And Why Do We Collect It?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include names, email addresses, phone numbers, and other contact information. Personal Information is obtained in various ways, including via email, our website ([www.botwiz.dev](http://www.botwiz.dev)) and any subdomains, media and publications, other publicly available sources, cookies, and third parties. We don't guarantee the privacy policies of authorized third parties.

We collect your Personal Information for the primary purpose of providing our services to you, validating your identity, and communicating with you. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may contact us at any time to receive a copy of the data we store about you. You can also request to have your data removed from our servers.

## 2. Sensitive Information

Sensitive Information is defined in the Privacy Act to include information or opinions about an individual's racial or ethnic origin, political opinions, membership in a political association, religious or philosophical beliefs, membership in a trade union or other professional body, criminal record, or health information. Sensitive Information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorized by law.

## 3. Third Parties

Where reasonable and practicable, we will collect your Personal Information directly from you. However, in some circumstances, we may receive information about you from third parties. In such cases, we will take reasonable steps to ensure that you are aware of the information provided to us by the third party.

#### **4. Disclosure of Personal Information**

Your personal information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure
- Where required or authorized by law.
- Where we deem there is a credible threat to the security of BotWiz or its users, we may disclose personal information to relevant authorities or take other appropriate actions to mitigate the threat.
- Where we deem there is a credible threat to life or safety, we may disclose personal information to relevant authorities or take other appropriate actions to mitigate the threat.
- Fraud prevention agencies, credit reference agencies, and debt collection agencies where necessary.

#### **5. Security of Personal Information**

Your Personal Information is stored in a manner that reasonably protects it from misuse, loss, and unauthorized access, modification, or disclosure. When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify it. However, most Personal Information is or will be stored in client files, which will be kept by us for at least the duration of your usage.

#### **6. Access To Your Personal Information**

You may access the Personal Information we hold about you and update or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing. BotWiz reserves the right to charge a fee for searching for and providing access to your information on a per-request basis.

In order to protect your personal information we may require identification from you before releasing the requested information.

#### **7. Maintaining the Quality of Your Personal Information**

It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

#### **8. Policy Updates**

This Policy may change from time to time and is available on our website. An updated version of the Policy will be available on our website. This Policy was last updated on **8th July 2024**.

#### **9. Privacy Policy Complaints and Enquiries**

If you have any questions or complaints about our Privacy Policy, please contact us at [support@botwiz.dev](mailto:support@botwiz.dev)

