

Privacy Policy

Effective Date: 3/01/2026

Website: chat.avya.lk

Company: Avya Technologies

1. Introduction

At Avya ChatBot, we value your privacy and are committed to protecting your personal data. This Privacy Policy explains how we collect, use, store, and protect your information when you use our website, platform, and related services.

Our platform allows users to upload business documents or other operational documents and create a customized AI chatbot that provides responses based on those uploaded help documents. Users may test the chatbot in a sandbox environment during a free trial period and may later subscribe to continue using the service.

By using our website or services, you agree to the collection and use of information in accordance with this Privacy Policy.

2. Information We Collect

We may collect the following types of information:

2.1 Personal Information

When you register, subscribe, contact us, or use our services, we may collect:

- Full name
- Email address
- Phone number
- Company or business name
- Billing details
- Account login details

2.2 Uploaded Content

Our platform allows you to upload documents, files, and other content in order to configure and test your custom chatbot. These files may include business

information, internal documentation, operational procedures, and other content provided by you.

2.3 Usage Data

We may collect technical and usage-related information such as:

- IP address
- Browser type
- Device information
- Login timestamps
- Pages visited
- Chatbot interaction logs
- Sandbox usage activity
- Subscription and account status

2.4 Payment Information

When you subscribe to a paid plan, payment-related information may be collected and processed through our payment service provider. We do not store full card details unless explicitly stated. Payment processing may be handled by a third-party payment gateway.

3. How We Use Your Information

We use the information we collect for the following purposes:

- To create and manage your user account
- To provide access to the sandbox environment and chatbot features
- To process uploaded documents and generate chatbot responses
- To improve platform performance, security, and user experience
- To communicate with you regarding your account, trial, subscription, or support requests
- To process subscription-related transactions
- To enforce our platform policies and terms
- To comply with legal and regulatory obligations

4. Use of Uploaded Documents and Chat Data

The documents and content you upload are used for the purpose of enabling your customized chatbot to generate relevant and intelligent responses.

We may process uploaded content, chatbot configurations, and related interactions in order to:

- Index and organize your uploaded materials
- Generate AI-based responses within your chatbot environment
- Support sandbox testing and feature improvements
- Maintain the functionality and security of the service

You are responsible for ensuring that you have the necessary rights, permissions, and authority to upload any documents or content to the platform.

5. Free Trial and Sandbox Environment

We may provide users with a **7-day free trial** to test the chatbot in a sandbox environment. During this time, users may upload documents, modify content, and test chatbot responses.

At the end of the trial period, if the user does not subscribe to a paid package, access to the sandbox environment may be restricted.

We may retain account and upload data for a reasonable period after the free trial for operational, backup, legal, or service reactivation purposes, unless otherwise required to delete it by law or by a valid user request.

6. Sharing of Information

We do not sell your personal information to third parties. We may share your information only in the following circumstances:

- With service providers or technology partners who help us operate the platform
- With payment gateway providers to process subscription payments
- With hosting, cloud storage, analytics, or security providers supporting our services
- Where required by law, court order, or regulatory request
- To protect our legal rights, users, systems, or property

Any such sharing will be limited to the extent reasonably necessary.

7. Data Retention

We retain personal data, uploaded documents, chatbot-related content, and usage records only for as long as necessary for:

- Providing the service
- Maintaining account functionality
- Meeting legal, regulatory, accounting, and security requirements
- Resolving disputes and enforcing agreements

We may delete or anonymize data when it is no longer required for these purposes.

8. Data Security

We take reasonable technical and organizational measures to protect your information against unauthorized access, loss, misuse, disclosure, alteration, or destruction.

However, no method of transmission over the internet or method of electronic storage is completely secure. Therefore, while we strive to protect your data, we cannot guarantee absolute security.

9. Cookies and Tracking Technologies

Our website may use cookies and similar technologies to:

- Keep you logged in
- Improve website functionality
- Analyze user behavior and performance
- Remember preferences
- Support security and fraud prevention

You may control cookie preferences through your browser settings, though some features of the website may not function properly if cookies are disabled.

10. Your Rights

Depending on the applicable law, you may have the right to:

- Request access to your personal data
- Request correction of inaccurate information
- Request deletion of your data
- Request restriction of processing
- Object to certain uses of your information
- Withdraw consent where processing is based on consent

To exercise any of these rights, you may contact us using the details provided below.

11. Third-Party Services

Our website or platform may integrate with third-party services such as payment providers, hosting providers, analytics tools, or communication tools. We are not responsible for the privacy practices of such third parties, and users are encouraged to review their separate privacy policies where applicable.

12. User Responsibility

You are responsible for ensuring that:

- The information you provide is accurate
- Any uploaded documents are lawful and do not infringe third-party rights
- You have obtained any necessary permissions to upload or process personal, business, or confidential information through the platform

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our services, business practices, legal requirements, or operational needs. Any updated version will be posted on this page with the revised effective date.

Your continued use of the website or services after any such update constitutes your acceptance of the revised Privacy Policy.

14. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy, you may contact us at:

Avya Technologies

1, 5 40th Ln, Colombo

Email: info@avya.lk

Phone: +94 74 123 8811