

Privacy Policy

1. INTRODUCTION

This Module applies if you use TenChaty AI (“**Feature**”). This Module is incorporated into the privacy policy located at [Privacy Policy](#). Terms used but not defined in this Module shall have the meaning given to them in the Privacy Policy. In the event of any conflict between the Privacy Policy and this Module, this Module shall apply to the extent of the inconsistency.

2. CONTROLLERSHIP

The controller of the personal information described in this Module is as specified in the Privacy Policy.

3. AVAILABILITY

This Feature is available to users globally but primarily intended for users located in the same country/region as the selected service region for optimal performance.

4. HOW WE USE PERSONAL INFORMATION

We will use the information in the following ways and in accordance with the following legal basis:

Personal Information	Use	Legal Basis
Data processed when you visit our Feature website :		
IP address, visited time	We use this information for data analytic	Data Analytics: It is in our legitimate interest to understand our

Corporate Website Visitor Information (received from our third party service provider): Corporate information (publicly available) and corporate contact information (name, business email, business phone number, business location, business function, seniority level, job title, LinkedIn URL, business skills (if applicable)) The Corporate Website Visitor Information is provided to us by our third party service provider based on the IP address - please see the “How We Disclose and Store Your Personal Information” section.	purposes (including to analyze and understand our potential customers), to improve the Feature, and (in certain jurisdictions) to conduct direct marketing.	potential customers and visiting trend of our Feature, and to improve the Feature. We do not receive or process EEA and UK based companies’ corporate contact information. Direct Marketing: We do not conduct such processing activities for EEA and UK based corporate website visitors.
Data processed when you register for an account on our Feature website:		
Account Information: Location, Name, Company Name, Industry, Business Email Address, IP Address, User Agent (or website browser), login security credentials, verification code; (If you choose to register via Google: Google ID, email address, authentication code and avatar (in the form of a log) (Mandatory))	We use this information to: create your account in accordance with your request and/or verify you have an account; allow for password resets; provide you with user support; record transactions or provide order	We process this information as it’s necessary for us to perform our contract with you to provide the Services.

	confirmations; and enforce our terms, conditions and policies.	
Data processed when you use the Feature		
Log Data: public network exit IP, interface request log (including requested interface name and time), interface exception information (including the cause of an exception that occurs)	We use this data for performance analysis in order to provide and improve the Feature. Please note that this data is integrated with our Cloud Load Balancer (CLB), TencentDB for MySQL (MySQL), TencentDB for MongoDB (MongoDB), TencentDB for Redis (Redis), Message Queue CKafka (CKafka), Cloud Object Storage (COS) features for this purpose.	We process this information as it is necessary for us to perform our contract with you to provide the Feature.
Monitoring Data: success rate and average delay of application dimension interface	We use this information to perform network quality analysis, optimize the quality of the Feature, locate issues and debugging, and	We process this information as it is necessary for us to perform our contract with you to provide the Feature.

	improve the Feature. Please note that this data is integrated with our CLB, MySQL, MongoDB, Redis, CKafka, COS features for this purpose.	
Configuration Data: application configuration information, including: whether to enable the callback function, callback URL, your package/subscription information, administrator account, application details (such as application name, SDK app ID, introduction, application type, application key, app ID, application description, application status, application create time, application update time), whether single chat message is to verify friend relationship, whether to detect the blacklist, number of multi-platform login instances, offline push certificate configuration (application pack name, AppID, AppSecret), tag configuration, whether to display message	We use this information for the purposes of providing the Feature in accordance to specific configuration in your application, and for performance analysis to improve the Feature. Please note that this data is integrated with our CLB, MySQL, MongoDB, Redis, CKafka, COS features for this purpose. Please note that the application details may also be shared and integrated with our Tencent Real-Time Communication (TRTC) feature, if you opt to do so and have	We process this information as it is necessary for us to perform our contract with you to provide the Feature.

history for new members of an audio-video group, message recall settings, historical message storage period settings, configuration of recent contacts to pull (100 to 500 contacts), default verification for adding friends, custom friend fields, custom user field, custom group member field, custom group field, selected data centre for operation	subscribed to our TRTC feature.	
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5. HOW WE SHARE AND STORE PERSONAL INFORMATION

As specified in the Privacy Policy. Additionally, your APPID and UIN is stored and backed up in TencentDB for MySQL.

6. DATA RETENTION

We will retain personal information in accordance with the following:

Personal Information	Retention Policy
Log Data	Stored for 7 days.
Monitoring Data	Stored for 2 days.
Configuration Data	We retain such data for as long as you use the Feature. When your use of the Feature is terminated, we will delete this data after 2 months.