



Alex chatbot FAQs

Why Facebook Messenger?

We want to deliver a simple natural language experience, accessible on your mobile phone. Facebook Messenger is quite common and provides a rich and engaging experience.

I don't have/want Facebook Messenger, what do I do?

You can follow the instructions in the email / fridge magnet and if you don't have Facebook Messenger installed, you'll be given the option to download it from the relevant app store. You are able to use Facebook Messenger as a "Guest" which means you don't have to create a Facebook profile.

What's a QR code?

A QR code is a visual way to store a web link. Open your camera and hover your phone over the QR code and a message will appear asking to follow the link or the link will open straight away.

Is my personal information safe?

Yes, we only ask Facebook for your name and we do not collect any other personally identifiable information from you, unless you expressly agree to share this information in the chatbot. We do not share any information with any other parties and use it only for the purposes of managing your request.