PRIVACY POLICY — HotelHelpAI

Last updated: [Date]

[Company Name] ("we", "our", "HotelHelp.ai") is committed to protecting your personal data and ensuring transparency in how we collect, use, and store information. This Privacy Policy explains how we process personal data in accordance with the **General Data Protection Regulation (GDPR)**. Contact email: **post@hotelhelp.ai**

1. Data Controller

[Company Name] registered in: Norway

Address: **[Company Address]**

Org.nr: **[Company Registration Number]**

Email: **post@hotelhelp.ai**

2. Personal Data We Collect

2.1. Data you provide

- Name
- Email address
- Phone number
- Company name
- Messages submitted through forms or chat
- Information provided when booking a demo

2.2. Data collected automatically

- IP address
- Device and browser information
- Usage data (pages visited, time on site, clicks)
- Cookies (see Cookie Policy)

2.3. Data collected through our AI chatbot

Our chatbot may collect:

- Messages you send
- Name, email, phone number (if you choose to provide them)
- Any additional information you voluntarily share

The exact data collected depends on the chatbot configuration chosen by the company.

2.4. Data collected through third-party tools

Analytics

- Google Analytics
- Meta Pixel

Forms & Scheduling

- Webflow Forms
- Calendly / TidyCal

Communication

- WhatsApp API
- Email (post@hotelhelp.ai)

Integrations

CRM systems used by the company (**[CRM Name]**

3. Legal Basis for Processing

We process personal data based on:

- Consent
- Contract performance
- Legitimate interest
- Legal obligations

4. How We Use Personal Data

- To provide and improve our services
- To respond to inquiries
- To book demos and consultations

- To personalize user experience
- To analyse website performance
- To run marketing campaigns (with consent)
- To maintain security and prevent abuse

5. Data Storage and Security

We store data on secure servers within the EU/EEA or with GDPR-compliant providers. We apply:

- Encryption
- Access control
- Secure backups
- Data minimization

6. Data Sharing

We may share data with:

- Service providers (analytics, hosting, CRM, communication tools)
- Scheduling and form tools
- Legal authorities when required

We do **not** sell personal data.

7. Data Retention

We retain data only as long as necessary for:

- Providing services
- Legal obligations
- Analytics (limited retention)

You may request deletion at any time.

8. Your GDPR Rights

You have the right to:

- Access your data

- Correct your data

- Request deletion

- Restrict processing

- Object to processing

- Withdraw consent

- Request data portability

  To exercise your rights, contact: **post@hotelhelp.ai**

9. Cookies

We use necessary, functional, analytical, and marketing cookies. Details are provided in our **Cookie Policy**. You can manage preferences via the cookie banner.

10. International Data Transfers

If data is transferred outside the EEA, we ensure:

- Standard Contractual Clauses

- Adequate safeguards

- GDPR-compliant processors

11. Updates to This Policy

We may update this Privacy Policy. The latest version will always be available on this page.

12. Contact

For privacy questions or GDPR requests: **post@hotelhelp.ai**