

# Vistry Conversational AI Platform – Privacy Policy

Effective Date: **October 1, 2023**

At Vistry, we value your privacy and are committed to protecting your personal information. This Privacy Policy outlines how we collect, use, and safeguard your data when you use Vistry's Conversational AI Platform for Food Commerce, including LumoChat and ZenoChat.

## 1. Information We Collect

- 1.1. **Personal Information:** We collect personal information when you use our platform. This may include your name, email address, and other identifying information.
- 1.2. **Chat Data:** We collect data generated during your interactions with our chatbots, including conversation logs and responses.

## 2. How Do We Use Your Information

- 2.1. **Platform Services:** We use your information to provide you with the services offered on our platform, including customer assistance (LumoChat) and employee assistance (ZenoChat).
- 2.2. **Improvement:** We use data to enhance our chatbots and services, including improving responses and accuracy.
- 2.3. **Communication:** We may contact you to respond to inquiries, provide updates, or deliver important notices.

## 3. Data Sharing

- 3.1. **Third Parties:** We do not share your personal information with third parties unless required by law.

## 4. Data Security

- 4.1. **Data Security:** We employ industry-standard security measures to protect your data from unauthorized access and misuse.

## 5. Your Choices

- 5.1. **Access and Correction:** You may request access to your personal information or correct inaccuracies.
- 5.2. **Deletion:** You can request the deletion of your data in accordance with applicable laws.

## 6. CCPA Compliance

- 6.1. **California Residents:** We comply with the California Consumer Privacy Act (CCPA). For more details, please see our CCPA Compliance section in the Terms of Service.

## 7. Changes to Privacy Policy

7.1. Vistry may update this policy from time to time. Users are encouraged to review the Privacy Policy periodically for any changes.

## 8. Contact Information

8.1. For any questions or concerns regarding this policy, please contact us at:

- 8.1.1. Address: 13816 Torrey Del Mar Drive, San Diego CA 92130,
- 8.1.2. Phone: +1 (844) 924-2850,
- 8.1.3. Email: [contact@vistry.ai](mailto:contact@vistry.ai)

By using Vistry's Conversational AI Platform for Food Commerce, you agree to this Privacy Policy.