

Adding the digital assistant to your privacy statement

The digital assistant processes your visitors' messages. That is why it belongs in your privacy statement. We give you the text, you paste it in the right place.

Time needed: 10 minutes

What you need: My Chatunda as the owner, and access to the page with your privacy statement

Why is this needed?

Visitors type questions into the chat window. Sometimes these include a name or e-mail address. The law (the GDPR) requires you to tell visitors what happens to such data. You do that in your privacy statement.

You don't need to write that text yourself. We make it for you, matching exactly what your digital assistant does. If Live agent is on, it says that a staff member can read along. If it is off, it doesn't.

Where do you find the text?

- 1 **Log in to My Chatunda as the owner.**
- 2 **Open Abonnement en kosten (subscription and costs) and scroll to Tekst voor uw privacyverklaring (text for your privacy statement).**
- 3 **There you find the text, with the name of your business, your retention period and the add-ons you use. If you have Second language, you can also choose the English text.**

Tip: The same text was also in the delivery e-mail. The text in My Chatunda is always the latest.

Step by step

- 1 **In My Chatunda, click Kopiëren (copy). Prefer a file? Choose the download as text, Word or pdf, and copy the text from it.**
- 2 **Open the page with your privacy statement for editing. Where that is depends on your system:**
 - Shopify: in your admin, go to Settings and click Policies. Click Privacy policy.
 - WordPress and WooCommerce: go to Pages and click the Privacy Policy page.
 - Wix, Squarespace, Webflow, JouwWeb and others: open the page with your privacy statement in the editor, the same way you edit any other page.
- 3 **Click where the new paragraph should go. A good place is after the part about your contact form, or at the bottom, before your contact details.**

- 4 If you like, first type a subheading, for example **Digital assistant**.
- 5 Paste the text: right-click and choose **Paste**, or press **Ctrl** and **V** at the same time (on a Mac: **Cmd** and **V**).
- 6 Click **Save, Update or Publish**, whatever it is called in your system.

Done? Open your privacy statement the way a visitor would and check that the paragraph is there. Then you're finished.

Does something change about your assistant?

If you switch on Live agent, for example, or choose a shorter retention period, we update the text in My Chatunda automatically. You then get an e-mail saying what has changed. Put the new text in your privacy statement the same way, in place of the old one.

May I change the text?

Yes. You may put the text in your own words or shorten it, as long as the facts remain: who manages the digital assistant, where the conversations are stored, for how long, and that a visitor can request and delete their conversation.

Watch out: Don't add things that are not true, such as a different retention period. In doubt? E-mail us and we will take a look.

The data processing agreement

Because Chatunda processes the conversations on your behalf, a data processing agreement is part of it. We have it ready for you. As the owner you download it in Mijn Chatunda, under Hulp en contact (Help and contact), filled in with the details of your business. Would you like it signed? Sign at Klant (Customer) and send it to info@chatunda.com. You get it back signed by Chatunda within one working day.

The link in the chat window

Before a visitor asks the first question, they see a short notice. The word privacy statement in it opens the link to your privacy statement. As the owner you set or change that link yourself in Mijn Chatunda, under Uw assistent (Your assistant), at Privacyverklaring (Privacy statement). Use a link that starts with <https://>, as in the address bar of your browser.

Don't have a privacy statement yet?

If your website processes personal data, for example through a contact form or a webshop, you need a privacy statement. We don't write the rest of your privacy statement for you. Many systems offer an example, such as Shopify under Settings, Policies. The Dutch Data Protection Authority (Autoriteit Persoonsgegevens) also explains on its website what should be in it.

Something not right any more? Email info@chatunda.com, we are happy to help.