GDPR Compliance Overview

Build trust and transparency around your data with HostHub AI.
Below, we explain how HostHub AI complies with the General Data Protection Regulation (GDPR) when using our AI chatbot.

1. The Right to Be Forgotten

HostHub AI provides full control over the customer data collected by our chatbot.
Within our system, you can access an overview of all data gathered during conversations with your customers. At any time, you can view and delete this data through your admin dashboard.

💡 Want to save time? The deletion process can also be fully automated based on your internal data retention policies.

This ensures that your business complies with the GDPR's **"right to erasure" (Article 17)**, empowering your customers to have their data removed upon request.

2. Anonymous Conversations (No Personal Data Stored)

Our platform supports fully **anonymous conversations**. This means your chatbot can provide answers and support without storing any personal data.

✅ Ideal for companies who want to avoid handling personally identifiable information (PII) altogether.
✅ Always in line with the latest developments in European privacy regulations.

This gives you peace of mind and drastically reduces the risk of data breaches and compliance issues.

3. Data Retention Control

You decide how long data is stored.

With HostHub AI, you can define your own data retention rules, such as:

- Automatically deleting conversation logs after 30, 60, or 90 days
- Retaining only metadata (e.g., timestamps, channel) for analytics
- Immediate deletion upon ticket closure or customer logout

Everything is customizable via the platform settings — and always in line with Article 5(1)(e) of the GDPR: *"Personal data shall be kept no longer than is necessary."*

4. Ease of Use & Customer Transparency

Our AI chatbot helps you create a transparent and privacy-aware user experience.

By default, the chatbot opens each conversation with a short privacy notice, inviting users to **accept your privacy policy** before continuing.

You can also configure the chatbot to **automatically send a full privacy statement** by email or during the conversation itself.

🛡 This not only increases customer trust, but also helps demonstrate GDPR compliance proactively.

Questions or Need More Information?

We're here to help.
 If you have any questions or want to learn more about how HostHub AI handles data andprivacy, feel free to contact us at:
 📧 **info@hosthub.ai**