

## Rowe AI — Data Handling & Security Policy

Effective Date: June 1st, 2026

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Location: Ontario, Canada

This Data Handling & Security Policy (“Policy”) describes how Rowe AI collects, stores, processes, protects, and deletes data in accordance with Canadian privacy laws, including PIPEDA.

By using Rowe AI, Clients agree to the practices outlined below.

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### 1. Purpose of This Policy

This Policy ensures:

- Transparent data practices
- Secure handling of Client and end-user information
- Compliance with Canadian privacy regulations
- Clear expectations for data retention, deletion, and access

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### 2. Types of Data Collected

Rowe AI collects the following categories of data:

#### 2.1 Client Data

- Business name
- Contact name
- Email address
- Phone number
- Billing information
- Website domain
- Uploaded business content (menus, FAQs, policies, etc.)
- Chatbot configuration settings

#### 2.2 End-User Data (Visitors to Client Websites)

- Messages sent to the chatbot
- Timestamps
- Browser/device information
- IP address (for security and abuse prevention)

## 2.3 System & Technical Data

- Server logs
- Error logs
- Authentication events
- Usage analytics

Rowe AI does not sell or share personal data with third parties.

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## 3. Data Storage & Isolation

Rowe AI stores business data in isolated folders, one per business, ensuring:

- No cross-contamination
- No shared knowledge between businesses
- Strict separation of content

Each business has its own:

- knowledge.txt
- settings.json
- Chatbot configuration
- Uploaded content

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## 4. Data Security Measures

Rowe AI uses industry-standard security practices, including:

### 4.1 Encryption

- HTTPS/TLS for all data transmission
- Encrypted storage for sensitive information

### 4.2 Access Controls

- Password-protected accounts
- Role-based access (admin vs. client)
- Limited internal access

### 4.3 Server Security

- Firewalls
- Monitoring and logging

- Regular updates and patches

#### 4.4 Abuse & Threat Detection

- IP monitoring
- Rate limiting
- Automated abuse detection
- Manual review for suspicious activity

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### 5. Data Retention

Rowe AI retains data only as long as necessary to:

- Provide the service
- Maintain security
- Comply with legal obligations

#### 5.1 Client Data

Retained for the duration of the subscription.

#### 5.2 End-User Chat Data

If chat history is enabled, logs may be stored for the duration of the Client's subscription unless deleted manually.

#### 5.3 Post-Cancellation

Client business data is deleted within 30 days unless the Client requests earlier deletion.

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### 6. Data Deletion Requests

Clients may request:

- Deletion of business data
- Export of business data
- Removal of account information

Requests must be sent to:

[support@roweai.ca](mailto:support@roweai.ca)

Rowe AI will verify identity before processing deletion requests.

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## 7. Data Access

Clients may request access to:

- Their business data
- Their account information
- Chat logs (if applicable)

Rowe AI does not provide access to:

- Internal system logs
- Security logs
- Other clients' data

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## 8. Data Breach Response

In the event of a data breach, Rowe AI will:

1. Investigate immediately
2. Contain the breach
3. Assess the impact
4. Notify affected Clients as required by Canadian law
5. Provide guidance on next steps

Rowe AI will document all breach-related actions.

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## 9. Third-Party Services

Rowe AI may use third-party providers for:

- Hosting
- Payment processing
- Security monitoring

All third-party providers must meet or exceed PIPEDA-level protections.

Rowe AI does not sell or trade data with third parties.

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## 10. Client Responsibilities

Clients must:

- Protect their login credentials
- Ensure their website is secure
- Not upload sensitive personal information (e.g., medical records, SINs)
- Inform their customers that a chatbot is in use

Rowe AI is not responsible for data breaches caused by insecure Client websites.

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## 11. International Data Transfers

Data may be processed in Canada or the United States depending on server infrastructure. All transfers comply with PIPEDA and equivalent protections.

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## 12. Changes to This Policy

Rowe AI may update this Policy at any time. Clients will be notified of material changes.

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## 13. Contact Information

For questions or requests:

Rowe AI  
Email: [rowe-ai@outlook.com](mailto:rowe-ai@outlook.com)  
Location: Ontario, Canada