

Rowe AI — Privacy Policy  
Effective Date: June 1, 2026  
Company: Rowe AI (Daryl Rowe)  
Location: Ontario, Canada

## 1. Introduction

Rowe AI (“we”, “our”, “us”) provides AI-powered customer service tools and chatbot services to businesses (“Clients”). This Privacy Policy explains how we collect, use, store, and protect personal information in accordance with Canadian privacy laws, including PIPEDA.

By using our services, you agree to the practices described in this Privacy Policy.

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## 2. Information We Collect

### 2.1 Information Provided by Clients

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

### 2.2 Information Collected Through the Chat Widget

When end-users interact with a Client’s chatbot, we may collect:

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

We do not sell or share end-user data with third parties.

### 2.3 Automatically Collected Technical Data

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

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### 3. How We Use Personal Information

We use collected information to:

- Provide and maintain the Rowe AI service
- Authenticate users
- Improve chatbot performance
- Prevent fraud, abuse, and security threats
- Communicate with Clients
- Process payments
- Comply with legal obligations

We do not use Client data to train public AI models.

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### 4. How We Store and Protect Data

We implement industry-standard security measures, including:

- Encrypted data transmission (HTTPS/TLS)
- Secure server environments
- Access controls and authentication
- Regular backups
- Logging and monitoring

Client business data is stored in isolated folders specific to each business.

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### 5. Data Retention

We retain data only as long as necessary to:

- Provide the service
- Meet legal requirements
- Resolve disputes
- Maintain security

Clients may request deletion of their business data at any time.

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### 6. Sharing of Information

We may share information only with:

- Payment processors (for billing)
- Service providers who assist in hosting or security
- Law enforcement if legally required

We do not sell, rent, or trade personal information.

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## 7. End-User Data (Visitors to Client Websites)

Rowe AI processes end-user messages on behalf of the Client.  
Clients are responsible for informing their own customers that a chatbot is in use.

Rowe AI acts as a service provider / data processor, not the data owner.

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## 8. International Transfers

Data may be processed in Canada or the United States depending on server location.  
We ensure all transfers comply with PIPEDA and equivalent protections.

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## 9. Your Rights (Canada)

Clients may request:

- Access to their data
- Correction of inaccurate data
- Deletion of business data
- Export of business data

Requests can be sent to:  
[support@roweai.ca](mailto:support@roweai.ca)

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## 10. Changes to This Policy

We may update this Privacy Policy as needed.

Clients will be notified of material changes.

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## 11. Contact Information

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