

Privacy Policy – AI Services

Introduction

At Bots For That, we are committed to protecting your privacy. This policy explains how we collect, use, and protect your personal data in accordance with applicable data protection laws including the UK GDPR and Data Protection Act 2018, when accessing or using any of our Artificial Intelligence (AI) services.

Use of AI-Powered Services

As part of our service delivery, we offer AI-powered features through digital agents including Houbeanie and other specialised AI assistants (e.g. Bev Bookkeeper). These agents are designed to provide users with intelligent support across areas such as accounting queries, bookkeeping automation, and task management.

What Data is Processed

The AI Agents may process the following types of data:

- Financial records and transactional data (e.g. from systems like Xero, QuickBooks)
- Personal identifiers (e.g. name, email address, business registration details)
- Uploaded documents and chat content
- Metadata related to system usage and interactions

This processing allows the AI to retrieve relevant information, offer suggestions, or perform certain actions on behalf of users.

How We Use Your Data

We use your data to:

- Generate helpful responses to your queries
- Automate repetitive tasks or send reminders
- Pre-fill forms or extract information from documents
- Deliver personalised insights based on your data and past usage

We do not use your data to train public or third-party AI models.

All data processed by our AI systems is handled in line with our commitment to data protection and client confidentiality.

Legal Basis

The legal basis for using AI features is either:

- Performance of a contract (when delivering accounting-related services to our clients)
- Legitimate interest (in improving efficiency and providing support features)
- Consent (where required for specific actions or sensitive data access)

Your Rights and Controls

Users may:

- Request access to, correction, or deletion of AI-processed data
- Opt-out of AI-based features at any time
- Contact our support team for a human review of an AI-generated action or output

Security and Safeguards

We apply industry-standard security measures including:

- Encryption of data in transit and at rest
- Role-based access controls
- Logging and audit trails of AI-agent interactions

Contact Us

If you have any questions about how your data is used by our AI systems, please contact us at privacy@botsforthat.com.