

# Georgian Court University AI Chatbot – Privacy Policy

**Effective Date:** May 1, 2025

Georgian Court University ("GCU" or "We") respects your privacy and is committed to protecting it through our compliance with this policy. This Privacy Policy explains how GCU AI Chatbot ("Chatbot") collects, uses, stores, and protects information when students, staff, faculty, or visitors interact with it through university websites, mobile applications, or other digital services.

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## 1. Information Collected

The Chatbot does not request or require users to submit personally identifiable information ("PII"). However, the following types of data may be collected:

- **Chat Interactions:** GCU has enabled an option to save Chatbot discussions to analyze how users interact with the system. This is done **only for improving the Chatbot's performance** and enhancing user experience.

### What We Do NOT Collect:

- Full names, email addresses, phone numbers, or other personal identifiers.
  - Sensitive information such as Social Security numbers, financial details, or medical records.
  - Data for marketing, advertising, or third-party sales.
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## 2. How We Use Your Data

Saved Chatbot discussions and usage data are used **only for the following purposes:**

- **Improving Chatbot Accuracy:** Reviewing stored interactions helps refine responses and optimize AI learning models.
- **Enhancing User Experience:** Identifying trends and common questions to improve the Chatbot's usefulness.
- **Technical Maintenance:** Monitoring system performance to ensure reliability and functionality.

**No user data is sold, shared, or used for targeted advertising.**

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### **3. Data Storage and Security**

GCU takes the following precautions to protect stored Chatbot interactions:

- Data is stored securely in compliance with university policies and applicable laws.
  - No personal identifiers are linked to saved discussions.
  - Access to stored data is restricted to authorized personnel responsible for Chatbot development and maintenance.
  - Regular security reviews are conducted to safeguard against unauthorized access.
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### **4. Third-Party AI Services**

This Chatbot Privacy Policy does not apply to information collected by:

- GCU offline or through any other means, including on any other website operated by GCU or any third party; or
- Any third party including through any application or content (including advertising) that may link to or be accessible from or through the Chatbox.

The Chatbot is powered by third-party AI services, such as OpenAI. While GCU does not share personal data with these providers, Chatbot interactions are processed through their AI models. Users are encouraged to review OpenAI's privacy policies for more details on how AI-generated responses are handled.

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### **5. User Responsibilities**

While GCU does not intentionally collect personal information, users should avoid submitting sensitive data during Chatbot interactions. You acknowledge and accept that:

- Chatbot responses are generated by AI and may not always be accurate.
  - The Chatbot is not a substitute for official university communication.
  - If you require personal assistance, you should contact the appropriate GCU department directly.
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## **6. Changes to This Policy**

Please read this policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, your choice is not to use the Chatbox. By accessing or using the Chatbox, you agree to this privacy policy. GCU may update this Privacy Policy periodically. Any significant changes will be posted on the university's website. Continued use of the Chatbot after updates take effect constitutes acceptance of the revised policy.

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## **7. Contact Information**

If you have any questions about this Privacy Policy, please contact: [University Legal Contact Information]

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By using the Chatbot, you acknowledge that you have read, understood, and agreed to this Privacy Policy.