

Privacy Policy

Last updated: July 2026 Version 1.0 Kaissen Technology LLC · Kaissen · Soldi

1. Introduction

At Kaissen Technology LLC ("Kaissen"), the privacy and protection of our customers' information is a fundamental commitment. This Privacy Policy explains how we collect, use, store, protect and share the personal data obtained through our digital service channels, including those operated under our commercial brands Kaissen and Soldi.

This Policy applies to all users who interact with our services through WhatsApp Business, our website, mobile applications, email, social networks, Artificial Intelligence virtual assistants and any other channel enabled by Kaissen.

By using any of these services, you accept the processing of your personal data in accordance with this Policy.

2. Data Controller

The controller responsible for the processing of personal data is Kaissen Technology LLC.

In providing these services, Kaissen uses the TextCenter technology platform, which acts as Data Processor, processing information solely on Kaissen's instructions and under strict security and confidentiality measures.

3. Scope

This Policy applies to the processing of information collected through:

- WhatsApp Business.
- Our website.
- WebChat.
- Mobile applications.
- Email.
- Social networks.
- Digital forms.
- Artificial Intelligence virtual assistants.
- Support provided by human agents.
- Integrations with authorised third-party systems.

4. Information we collect

Depending on the service requested, we may collect one or more of the following categories of information.

Identification information

- First and last name.
- Identity document number.
- Company.
- Job title.
- Telephone number.
- Email address.
- Postal address.

Contact information

- WhatsApp number.
- Email address.
- Physical address.
- Channels used for communication.

Conversation information

We may store:

- messages sent;
- responses from the virtual assistant;
- responses from human agents;
- images;
- photographs;
- videos;
- documents;
- PDF files;
- voice notes;
- call recordings where applicable.

Technical information

We may collect information relating to:

- IP address;
- browser;
- operating system;
- device identifier;
- language;
- time zone;
- date and time of access;
- device type;
- technical session identifiers.

Electronic device information

Where the User requests technical support for devices supplied by Kaissen, we may collect:

- model;
- serial number;
- IMEI;
- diagnostic logs;
- error codes;
- photographs of the equipment;
- any technical information necessary for support.

5. Purposes of processing

Personal data may be used for the following purposes:

- providing customer service;
- answering queries;
- providing technical support;
- processing requests;
- validating the User's identity;
- authenticating customers;
- managing complaints;
- following up on incidents;
- improving our products and services;
- detecting fraud;
- preventing unauthorised access;
- generating statistics;
- producing quality indicators;
- complying with legal obligations;
- responding to requirements from competent authorities;
- retaining evidence for audits;
- sending notifications relating to the service.

6. Use of Artificial Intelligence

Kaissen uses Artificial Intelligence tools to improve the quality of its service.

AI may be used to:

- understand queries;
- answer frequently asked questions;
- classify conversations;
- summarise cases;
- translate messages;
- identify the User's intent;
- recommend solutions;
- assist our human agents;
- improve response times.

Responses generated by Artificial Intelligence are assistive in nature and may be reviewed or supplemented by authorised Kaissen personnel.

Artificial Intelligence does not replace official decisions and does not constitute specialised financial, legal or technical advice.

7. Training and improvement of AI models

In order to continuously improve our services, Kaissen may use conversations to:

- train Artificial Intelligence models;
- improve the accuracy of responses;
- identify new customer needs;
- optimise internal processes.

Wherever possible, anonymisation or pseudonymisation techniques are applied to reduce the processing of identifiable data.

8. Legal basis for processing

The processing of personal data may rely on one or more of the following bases:

- consent of the data subject;
- performance of a contract;
- compliance with legal obligations;
- the legitimate interest of Kaissen;
- protection against fraud;
- information security;
- improvement of our services.

9. Data retention

Personal data is retained only for as long as necessary to fulfil the purposes described in this Policy, or for the period required by applicable law.

Once that period ends, the information is securely deleted or anonymised, unless a legal retention obligation applies.

10. Sharing of information

Kaissen may share information only where necessary, with:

- technology providers;
- infrastructure providers;
- cloud service providers;
- Meta Platforms Inc., for the provision of the service through WhatsApp Business;
- financial institutions connected with the requested service;
- competent authorities;
- regulatory bodies;
- authorised auditors.

Kaissen does not sell or trade personal data.

11. International transfers

Some technology providers used by Kaissen may be located outside the User's country of residence.

Where this occurs, Kaissen adopts reasonable measures to ensure that such transfers take place with adequate levels of information security and protection.

12. Information security

Kaissen implements technical, organisational and administrative measures designed to protect the confidentiality, integrity and availability of information.

These include:

- encryption of communications;
- secure authentication;
- role-based access control;
- continuous monitoring;
- audit logs;
- information backups;
- malware protection;
- vulnerability analysis;
- security incident management.

Nevertheless, no system is entirely invulnerable, and Kaissen therefore cannot guarantee absolute security against every existing risk.

13. Rights of the data subject

Where applicable law allows, the User may exercise the following rights:

- access their personal data;
- request its update;
- request its rectification;
- request its deletion;
- request the restriction of processing;
- object to processing where applicable;
- withdraw consent previously given;
- request a copy of their personal information.

The exercise of these rights may be subject to legal restrictions relating to regulatory or security obligations.

14. WhatsApp communications

By starting a conversation through WhatsApp Business, the User authorises Kaissen to use that channel to:

- answer queries;
- provide technical support;
- report the status of requests;
- send reminders relating to contracted services;
- share important notifications;
- send commercial information where prior authorisation exists.

The User may ask to stop receiving promotional communications at any time.

15. Cookies and similar technologies

Our portals may use cookies and similar technologies to:

- keep sessions active;
- remember preferences;
- improve the user experience;
- carry out statistical analysis;
- strengthen platform security.

The User may configure their browser to restrict the use of cookies, although this may affect certain functionality. Full details are set out in our [Cookie Policy](#).

16. Minors

Our services are not directed at minors. If we detect that personal information relating to a minor has been collected without the corresponding authorisation, we will take reasonable measures to delete that information.

17. Changes to this Policy

Kaissen may update this Privacy Policy where necessary due to legal, regulatory, technological or business changes.

The current version is available through our official channels and takes effect from the date of its publication.

18. Contact

If you have questions about this Privacy Policy, or you wish to exercise any of your rights relating to the processing of personal data, you may contact Kaissen through the official customer service channels published by the company, or by writing to info@kaissen.com.

Consent Statement

By using any of Kaissen's digital channels, including WhatsApp Business, WebChat, mobile applications, social networks, email or any other enabled medium, the User declares that they:

- have read and understood this Privacy Policy;
- authorise the processing of their personal data for the purposes described here;
- understand that they may interact both with Artificial Intelligence virtual assistants and with human agents;
- accept the storage of conversations, files and other information supplied for service, security, audit, regulatory compliance and continuous improvement purposes;
- acknowledge that Kaissen adopts reasonable measures to protect their information and to process it in accordance with the principles of lawfulness, transparency, confidentiality and accountability.