

WhatsApp Data Processing Consent

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

1. Introduction

In order to give you fast, efficient and personalised service, Kaissen Technology LLC ("Kaissen"), through its commercial brands Kaissen and Soldi, uses digital communication channels including WhatsApp Business, together with automation and Artificial Intelligence technologies supported by the TextCenter platform.

Before you use these services, we ask for your consent to the processing of your personal data and to receiving communications relating to the services offered by Kaissen.

2. Data Controller

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

Kaissen uses the TextCenter technology platform as a service provider for the management of omnichannel communications, process automation, Artificial Intelligence support and assistance to human agents, acting as Data Processor in accordance with the instructions issued by Kaissen.

3. Personal data that may be processed

By using our digital channels, you authorise the processing of information such as:

- First and last name.
- Telephone number.
- WhatsApp number.
- Email address.
- Identity document (where required).
- Company or business.
- Information relating to contracted products or services.
- Conversations held with our virtual assistants and human agents.
- Photographs, images, videos, voice notes and documents sent during the conversation.
- Technical device and session information where necessary to provide the service.

Where support relates to electronic devices supplied by Kaissen, data such as serial number, model, IMEI, technical logs or diagnostic codes may also be collected.

4. Purposes of processing

Your personal data may be used to:

- Handle queries and requests.
- Provide technical and commercial support.
- Verify your identity where necessary.
- Manage customer service cases.
- Follow up on requests, incidents or complaints.
- Send notifications relating to contracted products and services.
- Prevent fraud and protect the security of operations.
- Comply with legal and regulatory obligations.
- Improve service quality through statistical and operational analysis.
- Train and improve the Artificial Intelligence systems used by Kaissen, applying security measures and, where possible, anonymisation or pseudonymisation techniques.

5. WhatsApp communications

By giving your consent, you authorise Kaissen to contact you through WhatsApp Business to send information relating to:

- Queries you have raised.
- Responses from customer service.
- The status of requests or complaints.
- Technical support.
- Activation or configuration of services.
- Operational notifications.
- Confirmation of appointments or technical visits.
- Alerts relating to contracted products or services.
- Commercial and promotional communications, only where your express authorisation exists or where applicable law permits it.

Kaissen will not use WhatsApp to request passwords, OTP codes, PINs, CVV numbers or any other confidential authentication information.

6. Use of Artificial Intelligence

You acknowledge and accept that some of the responses provided during the conversation may be generated by Artificial Intelligence systems.

These systems may:

- Understand queries.
- Generate automated responses.
- Classify requests.
- Translate messages.
- Summarise conversations.
- Recommend solutions.
- Assist human agents.

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

You may request assistance from a human agent at any time, where available.

7. Data retention

Conversations and other information supplied may be retained for as long as necessary to:

- Provide the service.
- Follow up on requests.
- Comply with legal and regulatory obligations.
- Respond to audits.
- Resolve complaints.
- Guarantee the security of operations.
- Continuously improve service quality.

8. Sharing of information

Your data may be shared only where necessary, with:

- Technology providers that render services to Kaissen.
- Meta Platforms Inc., for the operation of WhatsApp Business.
- Financial institutions connected with the requested services.
- Competent authorities where a legal obligation exists.
- Regulatory or supervisory bodies.

Kaissen does not sell or trade your personal data.

9. Withdrawal of consent

You may withdraw this consent at any time, without affecting the lawfulness of processing carried out beforehand.

Withdrawal may limit the provision of certain services that depend on the processing of your data or on the use of the digital service channels.

You may also ask to stop receiving promotional communications without affecting the communications necessary to provide the services you have contracted.

10. Rights of the data subject

In accordance with applicable law, you may exercise the following rights:

- Access your personal data.
- Request its update or rectification.
- Request its deletion where appropriate.
- Object to processing in the cases provided for by law.
- Request information about the processing of your data.
- Withdraw the consent you have given.

Requests are handled by Kaissen through its official service channels, or by writing to info@kaissen.com.

11. Consent statement

By selecting "I accept", ticking the corresponding box, replying affirmatively to the consent message, or continuing to use Kaissen's digital channels where you are so informed, you declare that you:

- have read and understood this Consent for the Processing of Personal Data and WhatsApp Communications;
- authorise Kaissen to process your personal data for the purposes described in this document;
- authorise the sending of communications relating to the services provided through WhatsApp Business and other enabled digital channels;
- understand that you may interact with Artificial Intelligence virtual assistants and with human agents;
- accept that conversations, files and other information exchanged may be stored for service, security, audit, regulatory compliance and continuous improvement purposes;
- acknowledge that you may withdraw this consent at any time, in accordance with applicable law and the procedures established by Kaissen.

12. Short acceptance text for forms

The following wording is the short version used on Kaissen's digital forms and consent messages:

I have read and accept the Processing of Personal Data, the [Privacy Policy](#) and the [Terms and Conditions of Use](#), and I authorise Kaissen to contact me through WhatsApp Business and other digital channels for the provision of the services requested. I also understand that some interactions may be handled by Artificial Intelligence systems under human oversight, in accordance with the policies published by Kaissen.