Bizmitra

# Public AI Chat Terms & Privacy Notice

AI · Version **v2.0** · Effective **Sep 6, 2026** · Last updated **Sep 6, 2026**

How the guest AI chat works, where your messages are processed, and what not to type into it.

| **Legal entity** | **Drushtant Infoweb Private Limited** |
|---|---|
| Registered office | 51, Kailash Complex-A, Near Gundala Gate, Gondal - 360311, Gujarat, India |

Interpretation. This document describes Bizmitra's current service and current-law position as at the date above. Mandatory law prevails where it cannot lawfully be varied. Read it with the other Bizmitra legal documents referenced in it.

## Short notice to display near the chat input

"This is a guest AI chat. No Bizmitra account, email address or password is required. We use a session identifier and retain chat history for conversation continuity. Your messages are routed through Bizmitra infrastructure in Germany and processed by the OpenAI API; OpenAI and its subprocessors may process data in multiple jurisdictions. Do not enter passwords, bank/card details, government IDs, health/payroll information, trade secrets or another person's confidential data unless truly necessary and authorised. AI responses may be inaccurate. See Public Chat Terms & Privacy."

## 1. Guest service

The public chat is available without creating a Bizmitra account. Bizmitra does not require you to provide an email address or password to start a guest session. We assign/use a session identifier and store chat history so the conversation can continue and so we can operate, secure and troubleshoot the service.

If you voluntarily type an email address, phone number or other personal information into the chat, that information becomes part of the conversation content and is processed as described below.

## 2. AI processing and locations

Your chat message and relevant conversation context are routed through Drushtant infrastructure hosted by Hetzner in Germany and then submitted to the OpenAI API for model inference. OpenAI may use authorised subprocessors and processing locations listed in its current subprocessor list; OpenAI processing is therefore not limited to Germany.

## 3. Retention and model training

Bizmitra retains guest-chat history on the German chat environment for up to 90 days, unless a shorter product setting applies or a longer period is reasonably necessary for abuse/security investigation or legal hold.

Under OpenAI's standard API controls, API inputs/outputs are not used to train OpenAI models by default unless the API customer explicitly opts in to data sharing.

OpenAI standard abuse-monitoring data may be retained for up to 30 days unless Bizmitra's API account is using a different approved data-retention configuration or law requires longer retention.

## 4. What not to submit

Passwords, API keys or authentication secrets.

Bank/card credentials or payment authentication information.

Government identity documents/numbers unless necessary and authorised.

Health, payroll, employee-disciplinary or other sensitive employment information.

Trade secrets, source code or confidential information you are not authorised to disclose.

Another person’s personal/confidential information unless you have authority and a legitimate need.

## 5. AI limitations

AI responses can be incorrect, incomplete or outdated. The public chat is not a substitute for professional legal, tax, accounting, medical, employment or financial advice. Verify important information independently before acting on it.

## 6. Acceptable use

Do not use the public chat for unlawful, abusive, fraudulent, malicious, rights-infringing or security-harmful activity, or to obtain/submit information you are not authorised to use. Bizmitra may rate-limit, suspend or terminate a guest session where reasonably necessary for security, abuse prevention or legal compliance.

## 7. Cookies / session technology

A strictly necessary guest-session identifier is used to maintain the conversation/session. It is not an advertising identifier. Other public-site analytics/advertising technologies are governed by the Bizmitra Cookie Policy and applicable consent settings.

## 8. Rights and deletion questions

Where applicable law provides rights over guest-chat personal data, contact privacy@bizmitra.io with enough information to locate the relevant session. We may need to verify the request and may be unable to identify a purely anonymous/guest session if you cannot provide the relevant session information.

## 9. Changes

We may update these Chat Terms/Privacy Notice when AI providers, retention, service design or law changes. The version displayed through the chat/legal page is the current version.

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