



Privacy policy uWebChat

For www.uwebchat.com and for customers, partners and prospects of uWebChat

Version	2.0 / 01-08-2026
Applies to	The website www.uwebchat.com , chats and contact with uWebChat, and the licence administration of uWebChat customers and partners
Controller	Universal IT B.V., trading as uWebChat Nieuwe Stationsstraat 10, 6811 KS Arnhem, the Netherlands KvK 09156724
Contact	Security Officer, so@universal.cloud
Certification	ISO/IEC 27001:2022, Kiwa Nederland B.V., certificate K-0221887

For chats on the websites of organisations that use uWebChat, uWebChat acts as processor. That processing is governed by the Data Processing Agreement uWebChat, published at www.uwebchat.com.

Privacy policy

Universal IT B.V., trading as uWebChat (hereafter: uWebChat, we, us), takes your privacy seriously. We store your data safely, handle it with care and process it in accordance with the General Data Protection Regulation (EU) 2016/679 (GDPR). This privacy policy explains which personal data we collect through www.uwebchat.com and in our relationship with uWebChat customers and partners, why we collect it, how long we keep it, with whom we share it and what rights you have.

uWebChat is a service for businesses and organisations. We do not provide services to consumers.

1. Who we are

uWebChat is a product of Universal IT B.V., Nieuwe Stationsstraat 10, 6811 KS Arnhem, the Netherlands, registered with the Dutch Chamber of Commerce under number 09156724, VAT number NL815291954B01.

Questions about this policy or about your personal data can be sent to our Security Officer at so@universal.cloud, or by post to Universal IT B.V., attn. Security Officer, Nieuwe Stationsstraat 10, 6811 KS Arnhem, the Netherlands.

2. Controller or processor

For the personal data of visitors of www.uwebchat.com, people who chat or e-mail with us, prospects, partners and the licence administrators and contact persons of our customers, uWebChat is the controller. This privacy policy applies to that processing.

When an organisation uses uWebChat on its own website, that organisation is the controller for the chats with its visitors and uWebChat is the processor. That processing is governed by the Data Processing Agreement uWebChat (version 2.0), published at www.uwebchat.com. Conversations are delivered to the organisation's own Microsoft Teams environment; uWebChat does not build an archive of them. If you have chatted on the website of another organisation, please contact that organisation for questions about your data.

3. Which personal data we collect

We collect personal data when you visit our website, chat or e-mail with us, apply as a partner, install or buy uWebChat or ask for support. Depending on the situation this concerns:

Situation	Personal data
Chat with us through the uWebChat widget on www.uwebchat.com	The name you enter, your e-mail address or phone number if you provide them, the content of the chat and shared files, IP address, browser language and the page you were on
E-mail to support@uwebchat.com or another uWebChat address	Name, business e-mail address, company name and the content of your message

Situation	Personal data
Partner applications through the forms on our partner page	Full name, business e-mail address, company name, phone number, country and the details of your application
Installing uWebChat, the free plan and purchases, including via Microsoft AppSource	Full name, business e-mail address, company name, Microsoft 365 tenant ID, licence and subscription details, invoicing details
Licence administration of uWebChat	Name and e-mail address of licence administrators, organisation name, Microsoft 365 tenant ID, licensed domains, configuration of the chat widget and of virtual assistants, including the e-mail address of the person who created a virtual assistant
Support requests and incidents	Name, business e-mail address, the content of your request and technical details needed to solve it, such as application logs
Visiting www.uwebchat.com	IP address, browser type and version, operating system, pages visited, time spent and referring website (see section 5, Cookies and analytics)

4. Purposes and legal bases

We only use your personal data for the following purposes:

Purpose	Legal basis
Delivering and managing uWebChat: licence activation, licence administration, support and incident handling, service notifications	Performance of the agreement
Answering your questions and chats, handling partner applications and following up on information requests	Performance of the agreement or steps prior to entering into an agreement; our legitimate interest in responding to business contacts
Invoicing, accounting and compliance with tax, financial and other legal obligations	Legal obligation
Sending product announcements and release notes related to uWebChat to licence administrators	Our legitimate interest in keeping existing customers informed; you can unsubscribe at any time
Securing our website and services, preventing abuse and fraud, logging and monitoring	Our legitimate interest in protecting our systems and your data; legal obligation
Analysing the use of www.uwebchat.com to improve it	Your consent for statistics cookies (see section 5)

We do not use your personal data for automated decision-making with legal or similarly significant effects, and we do not use chat content to train AI models.

5. Cookies and analytics

The uWebChat widget on our website stores nothing in your browser until you start a chat. When you start a chat, a randomly generated chat user ID is stored in local storage, and when an agent connects two functional cookies are set so the conversation continues when you open another page. All three are removed when the chat session ends. The chat window contains no analytics or tracking.

To measure the use of www.uwebchat.com we use Google Analytics. Google Analytics is only loaded, and statistics cookies are only placed, after you have given your consent in the cookie banner. Until then no data is sent to Google. The Google privacy policy can be found at policies.google.com/privacy. You can change or withdraw your choice at any time through *Cookie settings* at the bottom of every page; the statistics cookies are then removed.

The partner application forms are provided by Microsoft Dynamics 365 Customer Insights and are loaded from a Microsoft domain.

Name	Purpose	Lifetime
Chat user ID (local storage)	Recognises your chat session after you start a chat. Nothing is stored before you start a chat.	Until the chat session ends
uWebChatToken, uWebChatDomain	Functional cookies that keep the conversation going when you open another page during a chat	30 minutes, removed when the session ends
_ga, _ga_L610P1Y35T (Google Analytics)	Statistics on the use of the website. Only placed after you have given consent in the cookie banner.	Up to 13 months
uwc-cookie-consent (local storage)	Remembers your choice in the cookie banner	Until you change your choice or clear your browser data

6. Retention periods

We do not keep personal data longer than necessary for the purpose for which it was collected, unless a longer retention period is required by law.

Data	Retention period
Customer, licence and contract data	For the duration of the agreement; licence and configuration data is deleted within three months after the agreement has ended. Invoicing data is kept for the statutory period of 7 years.

Data	Retention period
Chats with us, e-mails, information requests and partner applications	Up to 7 years after the last contact
Application logs of the uWebChat service	At most 90 days
Website analytics data (Google Analytics)	14 months
Security logs of our website and services	Up to 12 months, unless needed for the investigation of an incident

7. Sharing data with third parties

uWebChat does not sell your personal data. We only share personal data with third parties in the following cases:

- With service providers that process data on our behalf: Microsoft (Microsoft Azure, Microsoft 365, Dynamics 365 Customer Insights), Google (Analytics) and the sub-processors listed in the Data Processing Agreement uWebChat. These parties may only process your data for the purposes we determine and are bound by data processing agreements.
- With Microsoft as marketplace operator when you install or buy uWebChat through Microsoft AppSource.
- When we are required to do so by law, a court order or a request from a competent authority.
- When you ask us to do so.

uWebChat runs on Microsoft Azure in the West Europe region (the Netherlands). Where a service provider processes personal data outside the European Economic Area (for example Google), this takes place on the basis of the EU Standard Contractual Clauses or the EU-US Data Privacy Framework.

8. Security

Universal IT B.V. operates an Information Security Management System that is certified against ISO/IEC 27001:2022 by Kiwa Nederland B.V. (certificate K-0221887), for the scope "development, maintenance and management of cloud-based hosting environments and intelligent data driven communication systems", which includes uWebChat. Our security measures include multi-factor authentication, Conditional Access, encryption of data in transit and at rest, continuous monitoring, backups, access on a least-privilege basis and annual internal and external audits.

If a personal data breach occurs that is likely to result in a risk to your rights and freedoms, we will report it to the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) and, where required, inform you without undue delay.

9. Your rights

You have the right to access the personal data we hold about you and to have it rectified or erased. You can also ask us to restrict the processing, object to the processing, request data portability

where applicable and withdraw consent you have given at any time. Withdrawing consent does not affect the lawfulness of processing before the withdrawal.

Licence administrators can view and change their organisation's licence and configuration details in the uWebChat administration settings and in Microsoft AppSource. You can unsubscribe from product announcements via the link in every e-mail.

For all other requests, send an e-mail to our Security Officer at so@universal.cloud or a letter to Universal IT B.V., attn. Security Officer, Nieuwe Stationsstraat 10, 6811 KS Arnhem, the Netherlands. We may ask you to verify your identity. We respond within one month; for complex requests this period may be extended by two months, in which case we will inform you.

If you are not satisfied with how we handle your personal data, you have the right to lodge a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens, www.autoriteitpersoonsgegevens.nl).

10. Administrator accounts

Access to the administration of uWebChat is based on the Microsoft 365 accounts of the customer's own administrators. Administrators must safeguard these accounts, use them only for legitimate purposes on behalf of their organisation and protect them from unauthorised access or misuse, including by using multi-factor authentication.

11. Changes to this privacy policy

We may revise this privacy policy when uWebChat, our suppliers or the applicable data protection laws change. Significant changes are announced by e-mail to licence administrators, and the current version is always published at www.uwebchat.com.

Version 2.0, published on 1 August 2026. For www.uwebchat.com and uWebChat, this version replaces the privacy policy of Universal IT B.V.