

Security & Privacy Overview

A summary for your IT, legal and compliance teams of how ChatSales protects your data. The binding terms are in the ChatSales Data Processing Addendum (DPA) and Terms of Service.

Who we are

ChatSales is operated by **BobOffice, LLC**. The ChatSales platform is built on the messaging technology of TNT The Next Tech Ltd (ChatDaddy), which has run WhatsApp, Instagram and Messenger operations for businesses for years. Privacy and security contact: **info@chatsales.app**.

Your data is yours

For the contacts and conversations in your account, **you are the controller** and ChatSales is your processor. We process them only to provide the service, on your instructions. **We never sell or share your data** for advertising. You can export your contacts at any time, and when you leave we delete your data within 30 days (see DPA §12).

Official channels

WhatsApp API connections use **Meta's official WhatsApp Business Platform**. Meta's message fees are paid by you directly to Meta, with no markup from ChatSales. Instagram and Messenger connect through Meta's official APIs.

Encryption

Data in transit is encrypted with **TLS 1.2 or higher**; data at rest is encrypted with **AES-256** or equivalent at the infrastructure layer.

Who on your team sees what

Each person has their own user. You assign roles (**Admin, Editor, Agent**) and individual permissions. With "Access to all chats" turned off, an agent only sees the chats assigned to them; you also decide who can see all contacts or export them, so your database stays protected if someone leaves.

Infrastructure

Hosted with cloud providers that maintain **SOC 2 Type II and/or ISO/IEC 27001** certifications, with network segmentation, DDoS protection, monitoring and backups. Administrative access uses multi-factor authentication and least privilege.

AI

AI-assisted replies run only where you enable them, using the knowledge you provide (website, documents, past chats). Data sent to our AI model provider through its API is **not used to train its models**. You decide when the AI hands a chat to a person.

Incidents

If a security incident affects your personal data, we notify you **without undue delay and within 72 hours** of becoming aware, with the information you need for your own notifications (DPA §7).

Compliance coverage

Our DPA includes terms for the **EU/EEA, UK and Switzerland** (GDPR, with EU Standard Contractual Clauses and the UK Addendum), **Singapore** (PDPA), the **United States** (CCPA/CPRA and other state laws), **Mexico** (LFPDPPP, including ARCO rights) and **Brazil** (LGPD).

Sub-processors

TNT The Next Tech Ltd (ChatDaddy), Amazon Web Services, Google Cloud, Meta, OpenAI (AI only, when enabled), Render (AI service hosting), Cloudflare (website and edge security) and Stripe (billing only). Full list with locations: DPA Annex III. We give 30 days' notice before adding a new one.

Documents on request

Mutual NDA · Data Processing Addendum · Security questionnaire responses · Confidentiality letter addressed to your company. Ask at info@chatsales.app or on WhatsApp +1 302 314 2292.