Privacy Policy

Effective Date: 20/03/2025
App Name: AI Product Suggestions

1. Introduction

AI Product Suggestions ("we," "our," or "us") is committed to protecting the privacy of merchants and their customers. This Privacy Policy explains how we collect, use, and safeguard data when merchants install and use our Shopify app.

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2. Information We Collect

When you install AI Product Suggestions, we may collect and process the following data:

✅ **Shop Data:** Store name, email, currency, and domain to authenticate and operate the app.
✅ **Product Data:** Product IDs, titles, descriptions, and images to generate AI-powered recommendations.
✅ **Checkout & Order Data:** Limited checkout details (cart contents) to display relevant upsell/cross-sell suggestions.
✅ **Merchant Contact Information:** Provided for customer support, billing, and communications.

We **do not collect or store** customer payment details or personal financial information.

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3. How We Use Your Data

We use collected data for the following purposes:

✅ **AI-Powered Product Recommendations** – To generate relevant upsell and cross-sell suggestions.
✅ **App Functionality** – To store recommendations and display them at checkout.
✅ **Support & Improvement** – To troubleshoot, improve AI accuracy, and enhance app features.
✅ **Compliance & Security** – To meet Shopify's privacy requirements and secure merchant data.

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4. Data Sharing & Third Parties

We do not sell or share merchant or customer data with third-party advertisers. However, we

may use third-party AI services (e.g., OpenAI API) to generate product recommendations. These services process product-related data but do not store it permanently.

⚠️ *To enhance the quality of our AI-powered suggestions, we may gently share anonymized prompts and completions with OpenAI. This helps improve their models and services over time. You can opt out of this sharing upon request.*

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5. Data Retention & Deletion

- We retain store and product data **only as long as the merchant uses the app**.
- Upon app uninstallation, we automatically delete all stored shop-related data within **30 days**.
- Merchants can request **immediate data deletion** by contacting us.

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6. Merchant & Customer Rights

- **Data Access:** Merchants can request a copy of their stored data.
- **Data Deletion:** Merchants can request deletion via Shopify's GDPR-compliant data erasure webhooks.
- **Privacy Controls:** Merchants can manage their data via Shopify Admin settings.

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7. Compliance with Shopify Policies

AI Product Suggestions complies with Shopify's **Data Protection & Privacy Requirements**, including GDPR and CCPA regulations.

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8. Contact Information

For privacy-related questions or data deletion requests, contact:
📧 **Email:** mdpinfosolutions@gmail.com