

AI Agent Privacy Policy, Terms & Conditions

Last updated: 06 March 2026

This notice explains how N Family Club Ltd (“N Family Club”, “we”, “us”) processes personal data when you use our AI agent/chatbot (the “AI Agent”).

1. Who we are

We are the data controller for personal data processed when you use the AI Agent.

Contact: dataprotection@nfamilyclub.com

Address: 47-49 Charlotte Road, London, EC2A 3QT

Data Protection Officer: Jonathan Temple

2. What data we collect

When you use the AI Agent, we may collect and process:

1. Conversation data: messages you type, and the AI Agent’s responses.
2. Identity and contact data you provide: e.g., name, email address, phone number, and any other details you include.
3. Enquiry information: e.g., preferred location, session preferences, timing, and other information relevant to your enquiry.
4. Technical/usage data: timestamps, device/browser type, approximate location derived from IP (country/city level), and diagnostic logs.

Please do not include special category data (e.g., health information) or other highly sensitive details unless we specifically request it and you are comfortable sharing it.

3. How we use your data (purposes)

We use your data to:

1. Answer questions and handle enquiries (including routing to our team).
2. Create/update CRM records in Pipedrive where relevant to manage admissions/customer service.
3. Operate, secure, and maintain the AI Agent (including troubleshooting, logging, and preventing misuse).
4. Improve quality and safety of the AI Agent (e.g., monitoring for abuse, evaluating performance, and refining prompts/flows).

4. Lawful bases (UK GDPR)

We rely on one or more of these lawful bases:

1. Legitimate interests: to respond to enquiries, run the AI Agent, keep it secure, and improve customer experience (balanced against your rights).
2. Contract: where you are taking steps to enter into a contract with us or we are providing services to you.
3. Consent: where required (e.g., optional marketing choices).
4. Legal obligation: where we must keep records or respond to lawful requests.

5. Automated decision-making

The AI Agent generates responses automatically. We do not use it to make solely automated decisions that have legal or similarly significant effects on you (e.g., admissions acceptance/rejection) without meaningful human involvement.

6. Who we share data with (processors and platforms)

We use trusted service providers to operate the AI Agent, including:

1. Voiceflow (workflow/orchestration platform)
2. OpenAI (language model provider used to generate responses)
3. Pipedrive (CRM used to manage enquiries and relationships)

These providers process data on our instructions under appropriate contractual protections.

7. Retention

We keep personal data only as long as necessary for the purposes above. Typical retention for CRM (Pipedrive) enquiry records is up to seven years in line with our admissions and customer service recordkeeping

8. Security

We use technical and organisational measures designed to protect personal data (access controls, encryption in transit, monitoring). No system is fully secure - please avoid sharing confidential information via the AI Agent.

9. Your rights (UK GDPR)

You may have rights to: access, rectification, erasure, restriction, objection portability (in some cases), withdrawal of consent (where we rely on consent). To exercise rights, contact dataprotection@nfamilyclub.com.

11. Changes

We may update this notice. The latest version will be published with an updated "Last updated" date.

Terms of Use

Last updated: 06 March 2026

These Terms apply to your use of the N Family Club AI agent/chatbot (the “AI Agent”). By using the AI Agent, you agree to these Terms.

1. About the AI Agent (important)

1.1 The AI Agent provides automated, AI-generated responses for general information and enquiry-handling purposes only.

1.2 AI outputs may be incorrect, incomplete, ambiguous, or out of date.

1.3 The AI Agent does not provide professional advice (including legal, medical, safeguarding, financial, or regulatory advice).

1.4 You must verify important information with a human representative before acting on it.

2. Acceptable use

2.1 You must use the AI Agent lawfully and responsibly.

2.2 You must not:

- misuse the AI Agent, attempt to probe, scan, or test vulnerabilities, or interfere with its operation;
- introduce malware or harmful code;
- use it to harass, defame, or harm others;
- attempt to extract confidential information or bypass safety controls;
- use it in a way that infringes intellectual property rights.

We may restrict or block access if we reasonably believe you are misusing the AI Agent.

3. Your inputs

3.1 You are responsible for the content you submit.

3.2 Do not submit sensitive personal data (e.g., health information) unless requested and you are comfortable doing so.

3.3 If you provide contact details, you confirm you have the right to share them.

4. Privacy

4.1 Our Privacy Policy (including the above AI Agent Privacy Notice) explains how we process personal data when you use the AI Agent.

4.2 The AI Agent uses third-party services including Voiceflow, OpenAI, and may store relevant enquiry information in Pipedrive.

5. Availability and changes

5.1 The AI Agent is provided on an “as available” basis. We do not guarantee it will be uninterrupted, secure, or error-free.

5.2 We may change, suspend, or withdraw the AI Agent at any time.

6. Human involvement

6.1 For urgent or important matters, contact us directly via admissions@nfamilyclub.com

7. Intellectual property

7.1 You may use the AI Agent for your personal use (or internal business use if applicable) only. You must not copy, resell, or commercially exploit the AI Agent or outputs without permission.

8. Disclaimers (no reliance; no warranties)

8.1 No reliance: You agree not to rely on outputs as professional advice or as the basis for decisions without independent verification.

8.2 No warranties: To the fullest extent permitted by law, the AI Agent and outputs are provided “as is” and “as available”, without warranties of any kind (express or implied), including accuracy, fitness for purpose, availability, or non-infringement.

9. Exclusion and limitation of liability

9.1 Nothing in these Terms limits or excludes liability for:

- death or personal injury caused by negligence;
- fraud or fraudulent misrepresentation; or
- any other liability that cannot be limited or excluded under applicable law.

9.2 Subject to clause 9.1, to the fullest extent permitted by law, we will not be liable to you for any loss or damage arising out of or in connection with the AI Agent or outputs, whether in contract, tort (including negligence), misrepresentation, breach of statutory duty, or otherwise, including (without limitation):

- reliance on outputs;
- errors, omissions, interruptions, delays, or loss of functionality;
- loss of profits, revenue, business, goodwill, reputation, opportunity, anticipated savings, or business interruption;
- loss, corruption, or unauthorised access of data;
- any indirect, special, consequential, or punitive losses.

9.3 Liability cap: Subject to clause 9.1, our total aggregate liability to you in connection with the AI Agent and outputs will not exceed £1.

9.4 Third parties: The AI Agent relies on third-party services (including Voiceflow, OpenAI and Pipedrive). Subject to clause 9.1, we are not responsible for outages, errors, or acts/omissions of third parties.

10. Termination

We may suspend or terminate access to the AI Agent immediately if we reasonably believe you have breached these Terms or are misusing the service.

11. Governing law and jurisdiction

These Terms are governed by the laws of England and Wales, and the courts of England and Wales will have exclusive jurisdiction.