

# Chat

## Chat Policies

### Product Documentation



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# Chat Policies

## Privacy Policy

Last updated : 2022-06-23 15:36:30

### 1.INTRODUCTION

This Module applies if you use Instant Messaging (“**Feature**”). This Module is incorporated into the privacy policy located at [Privacy Policy](#). Terms used but not defined in this Module shall have the meaning given to them in the Privacy Policy. In the event of any conflict between the Privacy Policy and this Module, this Module shall apply to the extent of the inconsistency.

### 2.CONTROLLERSHIP

The controller of the personal information described in this Module is as specified in the Privacy Policy.

### 3. AVAILABILITY

This Feature is available to users globally but primarily intended for users located in the same country/region as the selected service region for optimal performance.

### 4.HOW WE USE PERSONAL INFORMATION

We will use the information in the following ways and in accordance with the following legal basis:

Personal Information	Use	Legal Basis
<b>Log Data:</b> public network exit IP, interface request log (including requested interface name and time), interface exception information (including the cause of an exception that occurs)	We use this data for performance analysis in order to provide and improve the Feature. Please note that this data is integrated with our Cloud Load Balancer (CLB), TencentDB for MySQL (MySQL), TencentDB for MongoDB (MongoDB), TencentDB for Redis (Redis), Message Queue CKafka	We process this information as it is necessary for us to perform our contract with you to provide the Feature.

	<p>(CKafka), Cloud Object Storage (COS) features for this purpose.</p>	
<p><b>Monitoring Data:</b> success rate and average delay of application dimension interface</p>	<p>We use this information to perform network quality analysis, optimize the quality of the Feature, locate issues and debugging, and improve the Feature. Please note that this data is integrated with our CLB, MySQL, MongoDB, Redis, CKafka, COS features for this purpose.</p>	<p>We process this information as it is necessary for us to perform our contract with you to provide the Feature.</p>
<p><b>Configuration Data:</b> application configuration information, including: whether to enable the callback function, callback URL, your package/subscription information, administrator account, application details (such as application name, SDK app ID, introduction, application type, application key, app ID, application description, application status, application create time, application update time), whether single chat message is to verify friend relationship, whether to detect the blacklist, number of multi-platform login instances, offline push certificate configuration (application pack name, AppID, AppSecret), tag configuration, whether to display message history for new members of an audio-video group, message recall settings, historical message storage period settings, configuration of recent contacts to pull (100 to 500 contacts), default verification for adding friends, custom friend fields, custom user field, custom group member field, custom group field, selected data center for operation</p>	<p>We use this information for the purposes of providing the Feature in accordance to specific configuration in your application, and for performance analysis to improve the Feature. Please note that this data is integrated with our CLB, MySQL, MongoDB, Redis, CKafka, COS features for this purpose. Please note that the application details may also be shared and integrated with our Tencent Real-Time Communication (TRTC) feature, if you opt to do so and have subscribed to our TRTC feature.</p>	<p>We process this information as it is necessary for us to perform our contract with you to provide the Feature.</p>

## 5. HOW WE SHARE AND STORE PERSONAL INFORMATION

As specified in the Privacy Policy. Additionally, your APPID and UIN is stored and backed up in TencentDB for MySQL.

## 6. DATA RETENTION

We will retain personal information in accordance with the following:

<b>Personal Information</b>	<b>Retention Policy</b>
Log Data	Stored for 7 days.
Monitoring Data	Stored for 2 days.
Configuration Data	We retain such data for as long as you use the Feature. When your use of the Feature is terminated, we will delete this data after 2 months.

# Data Privacy and Security Agreement

Last updated : 2022-04-27 10:36:49

## 1. BACKGROUND

This Module applies if you use Instant Messaging (“**Feature**”). This Module is incorporated into the Data Privacy and Security Agreement located at (“**DPSA**”). Terms used but not defined in this Module shall have the meaning given to them in the DPSA. In the event of any conflict between the DPSA and this Module, this Module shall apply to the extent of the inconsistency.

## 2. PROCESSING

We will process the following data in connection with the Feature:

Personal Information	Use
<b>User Information:</b> nickname, avatar URL, personalized signature, etc. of the relevant user of the Feature (depending on user settings)	We only process this data for the purposes of providing the Feature to you. Please note that this data is integrated with our Cloud Load Balancer (CLB), TencentDB for MySQL (MySQL), TencentDB for MongoDB (MongoDB), TencentDB for Redis (Redis), Message Queue CKafka (CKafka), Cloud Object Storage (COS) features for this purpose.
<b>Chat Message Records:</b> any written, photos, audio and video message contents	We only process this data for the purposes of providing the Feature to you. Please note that this data is integrated with our CLB, MySQL, MongoDB, Redis, CKafka, COS features for this purpose.

## 3. SERVICE REGION

As specified in the DPSA.

## 4. SUB-PROCESSORS

As specified in the DPSA.

## 5. DATA RETENTION

We will store personal data processed in connection with the Feature as follows:

<b>Personal Information</b>	<b>Retention Policy</b>
User Information	If you opt not to store such data on our server, we will only process it momentarily on our servers to provide the Feature and will not store such data, unless otherwise required by applicable Data Protection Laws. If you opt to store such data on our server, we retain such data for your chosen data retention time limit, or for 7 days (if you do not choose a data retention time limit), unless otherwise required by applicable Data Protection Laws.
Chat Message Records	If you opt not to store such data on our server, we will only process it momentarily on our servers to provide the Feature and will not store such data, unless otherwise required by applicable Data Protection Laws. If you opt to store such data on our server, we retain such data for your chosen data retention time limit, or for 7 days (if you do not choose a data retention time limit), unless otherwise required by applicable Data Protection Laws.

You can request deletion of such personal data in accordance with the DPSA and unless applicable law prohibits us to make such deletion.

## 6. SPECIAL CONDITIONS

You must ensure that this Feature is only used by end users who are of at least the minimum age at which an individual can consent to the processing of their personal data. This may be different depending on the jurisdiction in which an end user is located.

This Feature is not intended for the processing of sensitive data. You must ensure that this Feature is not used to transfer or otherwise process any sensitive data by you or your end users.

You represent, warrant and undertake that you shall obtain and maintain all necessary consents from End Users in respect of the processing of their personal data (such as content data) in respect of the Feature, in accordance with applicable laws and so as to enable us to comply with applicable laws.