

Questions people ask us. Simple answers.

How it works, what it costs, and what happens to your data. Have another question? [WhatsApp +91 85277 34152](#).

HOW IT WORKS

Do my staff have to learn a new app?

No. There is no app. It works inside **WhatsApp**, which your staff already use every day. They take a photo of the visiting card and send it. That's it.

Why not collect the cards now and follow up after the show?

Because by then the visitor has forgotten you. With Expo Agent, your card and catalog reach the visitor **while they are still standing at your booth**. They remember you.

What does the visitor get?

One message on WhatsApp and one email. It has your visiting card and your company details. On the Business plan it also has your catalog and brochure, and it goes from **your own number and email**. Nothing else is ever sent to them.

The card has details on the back side too.

Send a photo of the back side as well. Both sides are saved to the same contact.

Where do I write what we talked about?

After sending a card, tap **Add Voice/Text Note**. Speak or type what you discussed. It is saved with that person's contact.

How do I get all my contacts in one file?

Type **Give me excel** in the chat. You get an Excel file with every contact, every note and every card photo. You can open it in Google Contacts directly.

PLANS & PRICE

What do I get for ₹999?

500 visiting cards for one full year, at every show you attend, for up to 3 people from your team. The Business plan is ₹4,999 for 2,500 cards and 5 people. GST is extra.

Can I try it before I pay?

Yes. **Your first 5 cards are free**. Sign up at [platform.krid.ai/subscribe](#) and try it on your own visiting card today. You can upgrade any time.

Is there any other cost?

Only one, and only on the Business plan: if messages go from your own WhatsApp number, **Meta charges you about ₹0.11 per message**, billed by Meta directly. That's all.

My show is in two days. Is there time?

Yes. Setup takes **about ten minutes**, on WhatsApp. Give us your visiting card, logo and catalog at signup and you are done. Our Expert Support team helps you at every step.

USING YOUR OWN NUMBER & EMAIL (BUSINESS PLAN)

Can I still use my WhatsApp normally?

Yes. Same phone, same number, same WhatsApp Business app. You chat with customers exactly as before. Only two things change: **you can no longer send broadcast lists from the app** (krid.ai sends them for you), and disappearing messages, view-once photos and live location stop working in one-to-one chats.

Can you see my old chats?

No. Your old chats stay on your phone. We see **only the new messages** that come after you connect. Nothing from before is copied.

Do I have to give you my Facebook or email password?

Never. You type your password only on Meta's, Google's or Zoho's own screen. We never see it. Nobody from krid.ai will ever ask for a password, an OTP or your card details. If someone does, it is not us.

YOUR DATA – IS IT SAFE?

Where is my data kept? Who can see it?

On krid.ai's own secure servers. Your data is **kept separate from every other customer's**, locked with encryption, and only you can see it. We do not share it with anyone, and we never sell it.

Do you use my contacts to train your AI?

No. Our Terms say it in plain words: your data is never sold and never used to train AI.

Whose data is it?

Yours. The contacts you collect belong to you. We only hold them for you and do what you tell us. You can download the full list any time.

Can I get my data deleted?

Yes. On Starter and above, **just ask and we delete it**. When you close your account, we delete your data anyway, except the billing records the law says we must keep.

What about my visitors' details?

They are treated with the same care as yours. The message reaches your visitor from your number and your name. How we handle their details is written in our Privacy Policy, which has a section just for WhatsApp.

THE FULL DOCUMENTS

krid.ai/privacy-policy.html

Privacy Policy — what we collect, how we keep it safe, how long we keep it, and who to contact if you have a complaint.

krid.ai/terms-of-use.html

Terms of Use — the plans and payment rules, what you can and cannot do, and our promises about your data.