

Original: <https://www.livechatinc.com/privacy-policy/>

LiveChat, Inc. privacy policy contains information about collecting users' personal data, products and services offered or performed by LiveChat, Inc. and the manner of its processing. We respect the right to privacy of our software users and take reasonable steps for the user to be familiar with the manner in which rendered accessible information via <https://www.livechatinc.com/> website and our mobile application is processed. Due to the implementation of comprehensive security regulations, personal data provided by our website and mobile application users is of highest security standards. The acceptance of terms and conditions for the use of any LiveChat, Inc. services or deciding on using or purchasing any product offered by LiveChat, Inc. means accepting LiveChat, Inc. Privacy Policy.

Provided data

Collected by LiveChat, Inc. personal data and other user's information is used in order to complete user registration and at the same time to ensure his access to LiveChat, Inc. services and products. While registering on our website <https://www.livechatinc.com/> we request that you provide us with such information as: name, surname, company business name, address, website address, e-mail address and credit/payment card information in the event when a user continues to use our services after a 30-day free of charge trial period. Unless a user decides to use our services after a 30-day free of charge trial period, credit/payment card information is not required. Some of the provided user's information such as: your IP address, domain, browser type, operation system type etc. may be automatically acquired when a user visits our websites. When contacting LiveChat, Inc. the user may be requested to render accessible analogical data to those provided while registering on our website. Personal data provided in connection with the correspondence between the user and LiveChat, Inc. shall be used strictly to reply to inquiries made by the user or to transfer information. We use the information you provide us in order to provide you with customer service, allow you to view your statistics, e-commerce, goals, performance, chat queue, availability, customer satisfaction, chats, chat logs, view the chat operators and visitors to your livechat service.

When using the support section of our site we will collect your email address, name, twitter account, or other openID account ID for the purpose of allowing you to sign up for our customer support , submit a request, check your existing requests and commenting within the support forum. You may also upload a photo of yourself while using this service, if you no longer wish to have your photo displayed you may log into your account and request to have this removed or contact us at support@livechatinc.com.

When using our mobile application we may collect device information such as device type, operating system type and application version. We use this information in order to provide an optimized version of our application for your device type.

Geo-Location Data

We do not ask you for, access or track any location based information from your mobile device at any time while downloading or using our Mobile Apps or services.

Communications from the Site

If you choose to receive it, we will send you a LiveChat daily summary. This email is provided as part of the service so that you may have a summary of your daily chat logs. You may opt-out from receiving this at any time by updating your preferences within your account. We will occasionally send you push notifications in order to make you aware of any outages of service or to send you LiveChat daily summaries if you choose to receive them. You may opt-out of receiving these types of communications by turning off push notifications at the device level.

Third Party Information

We allow you to provide us with third party personal data. The information that we may collect is name and email address in order to allow you to add operators to your account. We will not use this information for any other purpose.

Children personal data

LiveChat, Inc. shall take precautions to ensure the highest security level of all information and all personal data provided by minors using our services and products. We do not knowingly collect personal information from anyone under the age of 13.

Data disclosure

We do not sell your personal data to third parties.

LiveChat, Inc.'s main purpose of gathering personal data and users' other information is to upgrade and improve functionality of its services and products. Owing to the above process we exceed our users' expectations, we provide a constant development of our products the use of which becomes much easier and more convenient.

Personal data and other information provided by users shall not be disclosed to third parties unless the obligation to disclose the information to third parties results from the currently effective provisions of law, such as to comply with a subpoena, or similar legal process, when we believe in good faith that disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud, or respond to a government request, or if it is necessary for the LiveChat, Inc.'s security and its rights protection, including the protection against the claims submitted by the third parties. The provided user's information may be utilized in the event of breach of terms and conditions for the use of services, misuse of funds, the necessity to take action against all user's unlawful actions. LiveChat, Inc. shall transfer no information or personal data to third parties for marketing purposes.

LiveChat, Inc. reserves the right to use the provided data for the marketing purposes and other purposes connected with presenting up-to-date offer of products and services in direct contacts with the user. You may opt-out from our marketing emails at any time by following the unsubscribe instructions located at the bottom of each communication or by emailing us at support@livechatinc.com.

LiveChat, Inc. reserves the right to disclose personal data and other information relating to the user to third parties affiliated with LiveChat, Inc. connected with providing services and its current business activity, such as payment processing, providing customer support and sending emails out on our behalf. LiveChat, Inc. shall

observe due diligence to make sure for the processing of data disclosed to entities affiliated with LiveChat, Inc. to be in compliance with our privacy policy and the currently effective law.

Credit/payment card data provided by the user are disclosed solely to professional companies that conduct non-cash transactions and only to the extent necessary to effect the payments. Except for the above situations LiveChat, Inc. shall not disclose any information or personal data provided by users.

If we are involved in a merger, acquisition, or sale of all or a portion of our assets, you will be notified via email and/or prominent notice on our Web site of any change in ownership or uses of your personal data, as well as any choices you may have regarding your personal data.

Using 'cookies'

The so called 'cookies' may be used while using services or products rendered by LiveChat, Inc. These are pieces of information sent by the server, stored on a user's computer for the purpose of automatic identification of a particular user when using our services. 'Cookies' enable us to quickly confirm your identity and owing to them the use of our services becomes much easier and more widely available. 'Cookies' are used by LiveChat, Inc. solely with the purpose of personalizing a particular user. 'Cookies' can be used on condition that they are accepted by a browser and that they shall not be removed from the storage media. Users who removed 'cookies' from their storage media or have not accepted them on their browser may not have access to products or services rendered by LiveChat, Inc. We do not link the information we store in cookies to any personal data you submit while on our site.

The use of third party cookies is not covered by our privacy policy. We do not have access or control over these cookies.

Clear Gifs (Web Beacons/Web Bugs)

Our third party tracking utility partner employs a software technology called clear gifs (a.k.a. Web Beacons/Web Bugs), that help us better manage content on our site by informing us what content is effective. Clear gifs are tiny graphics with a unique identifier, similar in function to cookies, and are used to track the online movements of Web users. In contrast to cookies, which are stored on a user's computer hard drive, clear gifs are embedded invisibly on Web pages and are about the size of the period at the end of this sentence. We do not tie the information gathered by clear gifs to our customers' personal data.

Mobile Analytics

We use mobile analytics software to allow us to better understand the functionality of our Mobile Software on your phone. This software may record information such as how often you use the application, the events that occur within the application, aggregated usage, performance data, and where the application was downloaded from. We do not link the information we store within the analytics software to any personal data you submit within the mobile app.

Surveys

From time-to-time we may provide you the opportunity to participate in a survey within our LiveChat application. If you participate, we will require your name and email address. Participation in these surveys is completely voluntary and you therefore have a choice whether or not to disclose this information.

Add-ons

We allow you the option to integrate your live chat with 3rd party add-ons. Please be aware that LiveChat is not responsible for any information that may be collected through these third party add-ons.

Data protection

LiveChat, Inc. applies technical safety measures of the highest standards to protect the provided data against loss, destruction, misuse, unauthorized access or disclosure. The used measures and technology ensure complete safety of the data provided by the user. The data is available solely to the user or to a person indicated by him provided authorized access has been granted to that person. You control who you allow access to the LiveChat app by either selecting everyone or limited IP addresses.

The security of your personal data is important to us. We follow generally accepted industry standards to protect the personal data submitted to us, both during transmission and once we receive it. No method of transmission over the Internet, or method of electronic storage, is 100% secure, however. Therefore, we cannot guarantee its absolute security.

LiveChat, Inc. takes all necessary steps to update and modernize data protection system. No data transmission via the Internet, however, can guarantee 100% safety. When you enter sensitive information (such as credit card number) on our Web site or within our mobile application, we encrypt the transmission of that information using secure socket layer technology (SSL).

Privacy policy modification

We may update this privacy statement to reflect changes to our information practices. If we make any material changes we will notify you by email (sent to the e-mail address specified in your account) or by means of a notice on this Site prior to the change becoming effective. We encourage you to periodically review this page for the latest information on our privacy practices.

Data gathering entity

Conducting its activity, under the business name of LiveChat, Inc., with its registered office: One International Place, Suite 1400, Boston, MA 02110, United States of America, shall be the entity gathering personal data and other information.

Commercial transactions

LiveChat, Inc. reserves the right to use its privacy policy, user's account and provided data and information for the benefit of an entity that has become either a dependent

entity, an associated entity, or has come into being as a result of merger or transformation of LiveChat, Inc.

Social Media (Features) and Widgets

Our Web site includes Social Media Features, such as the Facebook Like button and Widgets, such as the Share this button or interactive mini-programs that run on our site. These Features may collect your IP address, which page you are visiting on our site, and may set a cookie to enable the Feature to function properly. Social Media Features and Widgets are either hosted by a third party or hosted directly on our Site. Your interactions with these Features are governed by the privacy policy of the company providing it.

Blog

In order to post comments on our blog you must sign into facebook, as we use the facebook social plugin to allow users to leave comments on our blogs. No personal information is tied to your posts.

You may subscribe to our blog by providing your email address. We will only use this to send you an email notification when new blogs have been posted and when users comment on a blog that you previously have commented. We will not use this information for any other purpose.

Testimonials

We post customer testimonials on our Web site which may contain personal data. We use the Twitter social plugin to display our customers' comments on our website. In any other scenario we do obtain the customer's consent via email prior to posting the testimonial to post their name along with their testimonial.

Facebook Connect and other OpenID providers

You can log in to our live chat customer support feature or the support section of our site using sign-in services such as Facebook Connect and other OpenID providers. These services will authenticate your identity and provide you the option to share certain personal information with us such as your name and email address to pre-populate our chat form. Services like Facebook Connect give you the option to post information about your activities on this Web site to your profile page to share with others within your network.

Customer Support Forum

Our Web site offers publicly accessible forums. You should be aware that any information you provide in these areas may be read, collected, and used by others who access them.

Import Operators List

We provide you with a way to import up to 100 operators at a time by allowing you to upload an excel spreadsheet. We will only use the information to allow you to add multiple operators to your account at one time. We will send these operators a one-time email inviting them to register with the site.

If these third parties wish to have their email address removed, they may contact us at support@livechatinc.com.

Access

If your personal data changes, or if you no longer desire our service, you may correct, update, delete inaccuracies or request deactivation of your account by making the change within the “edit my profile” section of the site or by emailing us at support@livechatinc.com. We will respond to your access request within 30 days. To request removal of your personal data from our testimonials or customer support forum, please contact us at support@livechatinc.com. In some cases, we may not be able to remove your personal information, in which case we will let you know if we are unable to do so and why.

Link to Other Sites

This Web site contains links to other sites that are not owned or controlled by us. Please be aware that we are not responsible for the privacy practices of such other sites.

We encourage you to be aware when you leave our site and to read the privacy policies of each and every Web site that collects personal data. This privacy policy applies only to information collected by this Web site.

Terms and conditions of use

Using offered products and services rendered by LiveChat, Inc., the user is obliged to comply with rules contained in the terms and conditions available on our website: <https://www.livechatinc.com/terms-and-conditions/>.

Contact

Should you have any inquiries or doubts regarding our privacy policy or applied procedures feel free to contact us via the following e-mail: support@livechatinc.com.

LiveChat, Inc.

Attn: Privacy Officer
One International Place
Suite 1400
Boston, MA 02110-2619