

GDPR Website LiveChat Policy 2022



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GDPR Website Live Chat Policy

GDPR WEBSITE LIVE CHAT POLICY 2022

JOHN HULL

MANAGING DIRECTOR

SIGNED



When using the online LiveChat software, provided by LiveChat, Inc. and accessed through www.elite-furniture.co.uk, you will be asked to consent to submit your information prior to any information being recorded, in accordance with this policy.

Therefore, it is important you have read and understand the terms of this policy before consenting.

This policy outlines:

- The personal information we collect
- Why and how we collect personal information
- Who we share your personal information with
- How to withdraw consent
- How to access your information

Please note, our chat sessions powered by LiveChat, Inc. can be established via our secure, encrypted connection. <https://www.elite-furniture.co.uk>.

ALL GDPR CORRESPONDENCE SHOULD BE ADDRESS TO:

FAO DATA PROTECTION OFFICER

ELITE OFFICE FURNITURE UK LIMITED
Elite Road
Goole
East Riding Of Yorkshire
DN14 8BF
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For the purposes of this policy, personal information is any information about an identifiable and/or identified individual, when used or disclosed for the purpose of our website LiveChat communications. The information you provide is disclosed voluntarily during communication with Elite Office Furniture UK Limited.

In general, you can visit www.elite-furniture.co.uk without telling us who you are or revealing any information about yourself. Our web servers only collect the domain IP address, not the email addresses of visitors. More information about this data collection is provided within our Privacy Policy, available at <https://www.elite-furniture.co.uk>.

WHAT PERSONAL INFORMATION DO WE COLLECT?

The information collected through our online LiveChat communication includes individuals:

- Name
- Email address
- IP Address (associated country/city/town of origin)

WHY AND HOW DO WE COLLECT PERSONAL INFORMATION?

The information you provide is collected for the purpose of resolving any enquiry recorded through our online LiveChat communication only. We may use the information to address you directly or make contact with you, should you request a callback from our LiveChat communication software.

In addition, LiveChat, Inc. servers are hosted in a data centre operated by an assessed third-party vendor. LiveChat Inc. maintain complete administrative control over the virtual servers, and no third-party vendor has logical access to the data.

WHEN DO WE DISCLOSE YOUR PERSONAL INFORMATION?

We may share your personal information with our employees, contractors, consultants and other parties who require such information, for them to assist us with resolving any enquiry recorded using our online LiveChat communications.

GIVING CONSENT

Where your consent was required for our collection, use or disclosure of your personal information, you may, at any time, withdraw your consent. All communications with respect to such withdrawal or variation of consent must be made in writing using the address provided.

ACCESS TO YOUR PERSONAL INFORMATION

You can ask to see the personal information that we hold about you. If you want to review, verify or correct your personal information, please ensure this request is made in writing using the address provided. When requesting access to your personal information, please note that we may request specific information from you to enable us to confirm your identity and right to access, as well as to search for and provide you with all the personal information that we hold about you.

Elite Office Furniture UK Limited will endeavour to protect the information provided through physical, technical and procedural precautions. These precautions are designed to protect your personal information from loss and unauthorised access, copying, use, modification or disclosure.

Elite Office Furniture UK Limited may occasionally make changes to this policy to reflect changes in its legal or regulatory obligations, or in the manner in which we deal with your personal information. We will communicate any revised version of this policy. Any changes to this policy will be effective from the time they are communicated, provided that any change that relates to why we collect, use or disclose your personal information will not apply to you, where your consent is required to such collection, use or disclosure, until we have obtained your consent to such change.

This privacy policy was last reviewed on 25th July 2022.