

# Live Chat Policy - South Tyneside Against Bullying

## **Introduction:**

This policy will outline what information is collected and how we use your personal information when accessing our Online Live Chat Policy.

## **Personal Information/Chat Data:**

All chats via our online live chat services are recorded onto a transcript, these transcripts contain all information disclosed by the service user and the online agent and also includes the service users I.P Address and Location.

While accessing our online live chat service our online agents have instant access to your I.P Address, Location, Name (if you have provided your name at the beginning of the chat), the type of browser and device you are using and any past/previous interactions with our online live chat service.

## **Retention of Personal Data and Transcripts:**

All chat transcripts are kept on our online database for a period of 30 Days from the date and time you leave your live chat. South Tyneside Against Bullying will not hold any other additional copies of chat transcripts or keep transcripts longer than our retention date if this is not necessary.

South Tyneside Against Bullying may retain a paper format of your chat transcript for legal purposes if any information disclosed is incriminating or has the potential to cause harm or abuse to yourself or another individual.

## **Information Sharing:**

South Tyneside Against Bullying will not share any of your personal information or chat transcripts with any other third parties unless it is necessary to do so this includes information disclosed which is incriminating or has the potential to cause harm or abuse to yourself or another individual. South Tyneside Against Bullying may then share relevant information with our internal safeguarding team and law enforcement.

## **Legal:**

We may disclose your information to third parties if necessary to comply with the law including Law Enforcement.

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## **Security:**

Security is important to us and we work hard to follow generally accepted standards to protect and manage your personal information.

South Tyneside Against Bullying currently operate within the Information Commissioner's Office (ICO) Guidelines and in accordance with The Data Protection Act 1998.

## **Operating System/Live Chat Service Provider:**

Our live chat service provider and operating system is currently Pure Chat. Our service provider team is dedicated to keeping all information secure and testing for vulnerabilities. Chat data is encrypted during transmission using secure socket layer (SSL) technology.

Pure chat do not have any access to your (South Tyneside Against Bullying's Service User) personal data or chat transcripts.

## **Monitoring Form:**

Service users may be asked at the end of their live chat to complete an anonymous monitoring form. We would like to reassure all service users that all information and details disclosed within this monitoring form is 100% anonymous and will not identify the service user in any way.

Information submitted on the monitoring form will be used purely for internal usage to help us monitor who is using our live chat service and how we can continue to improve our service. Information may be used to establish statistics of our service users, but this will not identify you as an individual.

Statistics relating to our support service may be shared with potential funders, local media and sponsorship partners.

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## **Changes**

We may revise this Privacy Policy at any time and will post the most current version on our website.

For more information on South Tyneside Against Bullying visit:

[www.stabantibullying.weebly.com](http://www.stabantibullying.weebly.com)