

chatvisual Privacy Notice

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1. Introduction
2. PI chatvisual may collect about you
3. chatvisual may collect PI in relation to you in the following ways
4. Purpose and legal basis for processing your PI
5. To whom chatvisual disclose your PI
6. Marketing and exercising your right to opt-out of marketing
7. Third-party marketing/sale of PI
8. PI retention
9. PI security
10. Your rights
11. Contacting chatvisual
12. Linked websites
13. Change to this Privacy Notice

chatvisual request you take time to carefully read through this information.

1. Introduction

If there are any terms in this Privacy Notice that you do not agree with, please discontinue use of our Services immediately. This Privacy Notice applies to all information collected through our Services (which, as described above includes the Site), as well as any related services, sales, marketing, and events. Please also read our Web Site Terms of Use (“Terms”) which govern all chatvisual web pages (“Site”).

Thank you for choosing to be part of our community at chatvisual. chatvisual are committed to safeguarding your Personal Information (“PI”), your right to privacy and where applicable processing PI in line with applicable privacy and data protection laws. chatvisual may use third-party providers to collect and process information, including financial information (for example relating to debit and credit card details to process payments via a third-party) to provide the Services to you. If you have any questions or concerns about this Privacy Notice, or our practices with regards to your personal information, please contact chatvisual at admin@chatvisual.com.

When you visit the chatvisual website www.chatvisual.com, and more generally, use any of the chatvisual website (the Site and/or our services (the “Services”), chatvisual may request certain information from you. References to “you” or “your” refers to individuals whose PI is processed by chatvisual, including by clients with direct or indirect relationships (such as employees, contingent workers, officers, agents (together “Representatives” of chatvisual).

This Privacy Notice sets out the purposes for which chatvisual may collect, use and disclose (collectively “processing”) PI and how it is protected. Furthermore, it sets out an individuals’ rights in relation to the processing of their PI.

2. PI chatvisual or our Service Providers may collect about you

PI is information relating to an individual, which can be used either alone or with other sources of information to identify that individual. PI does not include information where the identity of the individual or the specific detail of the information has been removed and is therefore anonymous. SPI is a sub-category of PI that includes PI relating to race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about health and genetic and biometric data.

The nature of the information that chatvisual or our Service Providers may collect will depend on the Services chatvisual provide and chatvisual’s relationship with you. PI that is processed by chatvisual is categorised as follows (the PI listed for each category are non-exhaustive examples):

- Identification data - Full name, title, date of birth
- Contact data - Personal address, telephone number, email address
- Electronic Monitoring data - To the extent permitted by law, chatvisual may record and monitor your electronic communications with chatvisual
- Financial data - Bank account number; credit card number

- Marketing and Communications data - Marketing and communication preferences; tracking data relating to whether you have read marketing communications from chatvisual
- Professional Information data - Position/job title, work address; telephone number; email address
- Profile data - Username and password for our online services that you have access to; Services requested; marketing communications responded to; survey responses
- Services data - Payment details to and from you; details of services you have provided to chatvisual and chatvisual have provided to you
- Technical data - Your use of and interaction with our online services; your IP address; browser type and version; browser plug in types and versions; operating system
- SPI – chatvisual will not collect Sensitive Personal Information.

3. chatvisual may collect PI in relation to you in the following ways:

- when you provide it to chatvisual in connection with a chatvisual product or service, such as a completed account application
- throughout the course of the relationship with you, including where you change your details, provide additional PI, or where the services chatvisual are providing to you change
- from public sources where you have manifestly chosen to make your PI public, including via public profiles on social media
- from visits to the chatvisual Site or through logging into any of chatvisual Services.

chatvisual may also create or derive PI such as creating records of your interactions with chatvisual, subject to applicable law.

Unless chatvisual otherwise indicate that the provision of specific PI is optional, any PI requested is necessary for chatvisual to provide you or your organisation or entity with the Services requested. If you do not provide the PI requested, chatvisual may not be able to provide those Services.

4. Purpose and legal basis for processing your PI

The below table sets out the purposes and basis for which chatvisual and a third-party service providers process PI.

Processing purpose	Category of PI	Basis of Processing
To consider opening an account	<ul style="list-style-type: none"> ● Identification data ● Contact data 	<ul style="list-style-type: none"> ● Performance of a contract ● Legal or regulatory obligation

	<ul style="list-style-type: none"> Financial data 	<ul style="list-style-type: none"> Legitimate interests: ensuring chatvisual do not accept the assist in fraudulent or any unlawful activities, such as terrorism
To deliver the Services you have requested	<ul style="list-style-type: none"> Identification data Contact data Financial data Profile data Services data Technical data Marketing & Communications data 	<ul style="list-style-type: none"> Performance of a contract Legal or regulatory obligation Legitimate interests: ensuring that you are provided with the best client services and visitor services chatvisual can offer, and securing a prompt payment of any fees, costs and debts in respect of our Services
To manage payments, fees and charges and to collect and recover money owed	<ul style="list-style-type: none"> Identification data Contact data Financial data Services data 	<ul style="list-style-type: none"> Performance of a contract Legitimate interests: ensuring chatvisual can manage payments, fees and charges and to collect and recover money owed
To manage the relationship with you which will include notifying you about changes to chatvisual terms of business or this privacy notice	<ul style="list-style-type: none"> Identification data Contact data Profile data Marketing and Communications data 	<ul style="list-style-type: none"> Performance of a contract Legal or regulatory obligation Legitimate interests: ensuring chatvisual can notify you about changes to chatvisual terms of business or this notice
(Where applicable) To interact with governmental or regulatory bodies or other competent national authorities	<ul style="list-style-type: none"> Identification data Contact data Financial data Services data 	<ul style="list-style-type: none"> Legal or regulatory obligation Public interest
To detect or prevent fraud and/or other criminal activity and to protect the company and company assets	<ul style="list-style-type: none"> Identification data Contact data Electronic Monitoring data Financial data Profile data Services data Technical data 	<ul style="list-style-type: none"> Legal or regulatory obligation Public interest Legitimate interests: protecting chatvisual detecting, and protecting against breaches of chatvisual's policies and applicable laws
To manage and protect chatvisual business, including improving data security, troubleshooting data and systems, system maintenance and testing, data hosting, managing our offices and other facilities	<ul style="list-style-type: none"> Identification data Contact data Profile data Technical data Marketing & Communications data 	<ul style="list-style-type: none"> Legal or regulatory obligation Legitimate interests: ensuring the efficient and secure running of chatvisual business, including through office and facilities administration, maintaining information technology services, network

		and data security and fraud prevention
To invite you to take part in market insight or other events or similar events, and to manage your participation in them	<ul style="list-style-type: none"> • Identification data • Contact data • Profile data • Technical data • Marketing & Communications data 	<ul style="list-style-type: none"> • Legitimate interests: ensuring chatvisual client records are up-to-date; promoting chatvisual’s client services; receiving feedback; improving chatvisual’s services; identifying ways to expand chatvisual business
To send you marketing (including by paper and electronic channels) communications and service updates.	<ul style="list-style-type: none"> • Identification data • Contact data • Profile data • Technical data • Marketing & Communications data 	<ul style="list-style-type: none"> • Legitimate interests: reviewing how clients use, and what they think of, chatvisual services; identifying ways to improve and expand chatvisual business

In relation to vendor services (as applicable):

Purpose and/or activity	Type of data	Legal basis for processing
To engage you or the organisation or entity you work for as a new supplier, including performing background checks	<ul style="list-style-type: none"> • Identification data • Contact data • Financial data • Services data 	<ul style="list-style-type: none"> • Performance of a contract • Legal or regulatory obligation • Legitimate interests: ensuring chatvisual do not deal with proceeds of criminal activities or assist in any other unlawful or fraudulent activities for example money laundering • Public interest
To manage payments, fees and charges and to collect and recover money owed	<ul style="list-style-type: none"> • Identification data • Contact data • Financial data • Professional Information data <p>Services data</p>	<ul style="list-style-type: none"> • Performance of a contract <p>Legitimate interests: ensuring chatvisual can manage payments, fees and charges; to collect and recover money owed</p>

5. To whom chatvisual disclose your PI

In connection with one or more of the purposes outlined in the section ‘Purpose and Legal basis for processing your PI’ above, chatvisual may disclose PI to:

- professional advisors, third parties, agents or independent contractors that provide services to chatvisual, which includes their professional advisors, third parties, agents or independent contractors that provide services to them (such as IT systems providers,

payment services providers, platform providers, financial advisors, payment processors, brokers, consultants (including lawyers and accountants);

- goods and services providers (such as providers of marketing services where chatvisual are permitted to disclose your personal information to them); payment processors, intermediaries, brokers, and other individuals and entities that partner with chatvisual;
- competent authorities (including any national and/or international regulatory or enforcement body, agency, court or other form of tribunal or tax authority) or their agents where chatvisual is required or allowed to do so under applicable law or regulation;
- a potential buyer, transferee, merger partner or seller and their advisers in connection with an actual or potential transfer or merger of part or all of chatvisual's business or assets, or any associated rights or interests, or to acquire a business or enter into a merger with it;
- (where applicable) credit reference agencies or other organisations that help chatvisual to conduct anti-money laundering and anti-terrorist financing checks and to detect fraud and other potential criminal activity; or
- any person to whom disclosure is allowed or required by local or foreign law, regulation or any other applicable instrument.

6. Marketing and exercising your right to opt-out of marketing

chatvisual will not process your PI for marketing purposes if you have informed chatvisual that you do not wish to receive marketing materials. You can request that chatvisual stop processing your PI for marketing purposes at any time by clicking on marketing opt-out links in any electronic marketing materials chatvisual send you, by using the contact details set out in the "Contacting chatvisual" section of this Privacy Notice.

7. Third-party marketing/sale of PI

chatvisual do not share or sell your PI to third parties for the third party to use for their own marketing or other purposes.

8. PI retention

chatvisual will process your PI for as long as is necessary to fulfil the purpose for which it was collected or to comply with legal, regulatory, accounting, reporting, internal policy requirements or for the establishment or defence of legal claims.

9. PI security

chatvisual may use a range of physical, electronic and managerial measures to ensure a level of security appropriate to the risk of PI processing. These measures may include any or all of the following:

- education and training of relevant staff to ensure they are aware of chatvisual privacy obligations when processing PI as well as training around social engineering, phishing, spear phishing, and password risks;
- the ability to ensure the ongoing confidentiality, integrity, availability and resilience of processing systems and services;

- the ability to restore the availability and access to PI in a timely manner in the event of a physical or technical incident;
- administrative and technical controls to restrict access to PI;
- technological security measures, including fire walls, encryption, and anti-virus software;
- segregation of networks;
- application security;
- endpoint security;
- real-time monitoring of data leakage controls;
- layered and comprehensive cybersecurity defences; and
- security incident reporting and management.

The security of data transmitted over the internet (including by e-mail) cannot be guaranteed and carries the risk of access and interception. chatvisual endeavour to protect personal information but cannot guarantee the security of data transmitted to chatvisual or by chatvisual.

10. Your rights

In certain circumstances you may have the following rights in relation to the processing of your PI:

- **Access:** To request a copy of the PI chatvisual process in relation to you and to be informed about how chatvisual use and (where applicable) share your PI.
- **Object:** To object to the processing of your PI if (i) chatvisual are processing your PI on the grounds of legitimate interests or for the performance of a task in the public interest (including profiling); or (ii) if chatvisual are processing your PI for direct marketing purposes
- **Correction:** To request that chatvisual update the PI it processes in relation to you, or to correct PI that you think is incorrect or incomplete.
- **Erasure:** To ask that chatvisual delete PI that chatvisual process in relation to you where chatvisual do not have a legal or regulatory obligation or other valid reason to continue to process it.
- **Restriction:** To request that chatvisual restrict the way in which chatvisual processes your PI, for example, if you dispute the accuracy of your PI or have raised an objection which is under consideration.
- **Portability:** To request a copy of your PI that you have provided to chatvisual in a commonly used electronic format such as through the completion of an application form.
- **Automated decision making:** To request manual intervention if you are subject to automated decisions where the decision results in a legal or similar effect to you.

You may exercise your rights at any time by using the details set out in the Contacting chatvisual section. To the extent permitted by applicable law or regulation chatvisual reserve the right to charge an appropriate fee in connection with you exercising your rights.

chatvisual may need to request specific information from you to help chatvisual confirm your identity and ensure your right to access to the PI requested, or to exercise any of your other rights. This is to ensure that PI is not disclosed to any person who does not have authority to receive it. chatvisual may also request further information in relation to your request to help chatvisual to

locate the PI processed in relation to you, including, for example, the nature of your relationship with chatvisual.

chatvisual aim to respond to all legitimate requests within one calendar month. If chatvisual think it may take longer than one calendar month, (such as where your request is particularly complex or you have made a number of requests), chatvisual will notify you and keep you updated. You will not be disadvantaged in any way by exercising your rights in relation to the processing of your PI.

11. Contacting chatvisual

If you wish to exercise any of your rights, or have questions concerning this notice, please contact: admin@chatvisual.com

You also have a right to complain to a data protection or other competent authority with jurisdiction over privacy and data protection law in the country you live or work, or in the country where you believe an issue in relation to the processing of your PI has arisen. Please admin@chatvisual.com for further details.

12. Linked websites

This Privacy Notice is not applicable to third party websites that chatvisual do not own or control, or to any third-party website where chatvisual advertisements are displayed.

13. Changes to this Privacy Notice

chatvisual may modify or amend this Privacy Notice from time to time and you are advised to visit our website regularly to check for any amendments. Any material changes will be communicated to you through an appropriate channel, depending on how chatvisual normally communicate with you.