

ZOPIM LIVE CHAT POLICY

Zopim [“Zopim Live Chat”] keeps all its data, which includes the personal data of the individual starting the chat, on its servers in the US. However, Zopim is not a US company. EU data protection laws prevent us from sending personal information outside of the EU to countries that don’t have similar data protection laws. The US operate a Safe Harbour scheme that allows personal data to be sent to those companies signed up to the scheme.

For Zopim the site <https://zopim.zendesk.com/entries/55444740-Is-Zopim-Compliant-with-the-EU-Safe-Harbor-Principles->, explains for customers within the EU to be compliant with the law we must obtain consent from the individual that they are happy to have their personal data sent outside of the EU.

“By using the Nuaire Ecommerce Zopim Live and by voluntarily providing us with personal information, you hereby represent that you are the owner of such personal information or are otherwise authorized to provide it to Zopim. You further agree that you are consenting to our collection, use, storage and/or disclosure of such personal information in accordance with this Policy. You acknowledge and agree that your communications with Zopim will inevitably result in the transfer of information, including personal information, across international boundaries. If you provide personal information to Zopim through our Service, you acknowledge and agree that such personal information may be transferred from your current location to the offices and servers of Zopim and the authorized third parties referred to herein, located in Singapore, France, Germany, Ireland, Japan, Australia, Brazil and the United States of America and other countries (the “Other Countries”) for storage and processing in accordance with this Policy. You acknowledge and agree that the privacy and data security laws of such Other Countries may be different from the privacy and data security laws in force in the country in which you reside and agree that the privacy and security laws in effect in the applicable Other Countries may govern how your personal information may be collected, used, stored and/or disclosed.”