



## Client Privacy Policy Template

### **Live Chat**

We use a live chat service on our website provided by a third party called Chat Heroes. Their privacy policy is available here: <https://chatheroes.com/privacy-policy/>

When you use our live chat service, we automatically collect the following information: IP address, browser type and operating system.

We will also collect your name, phone number, email address and any other information which you provide to us in order to follow up on an enquiry. If your enquiry is dependent on location, we may also need to confirm a postcode.

### **Transfer and storage of your information**

The information collected by our live chat service is processed by Chat Heroes and their third party chat service provider, SnapEngage, the privacy policy of which is available here: <https://snapengage.com/privacy-policy/>. SnapEngage stores your information for 120 days (4 months)

A transcript of your live chat is forwarded to us by SnapEngage via email and stored on our IT systems such as our case management system, accounting package and Office package (including Outlook and shared drives). Our privacy policy is available here: <https://www.kjsmith.co.uk/privacy-policy>.

### **Live Chat Cookies**

Our live chat service uses functional cookies to allow it to function properly. For further information on these cookies, please see our cookies policy, which is available here: [www.kjsmith.co.uk/cookies-policy](http://www.kjsmith.co.uk/cookies-policy).

The live chat cookies that may be used are listed below:

Cookie Name	Type	Party	Description
SnapABugRef	Functional - Live Chat (Session)	First Party	Chat function that tracks the origin and site entry
SnapABugVisit	Functional - Live Chat (Session)	First Party	Chat function for the detection of new session
SnapABugChatWindow	Functional - Live Chat (Session)	First Party	Chat function that tracks the chat box position and minimize status.
SnapABugChatSession	Functional - Live Chat (Session)	First Party	Chat function for the tracking of chat in progress
SnapABugNoProactiveChat	Functional - Live Chat (Session)	First Party	Chat function flag to avoid proactively prompting visitors again
SnapABugChatPoll	Functional - Live Chat (Session)	First Party	Chat function tracking of the chat in progress transcript position
SnapABugChatMessage	Functional - Live Chat (Session)	First Party	Chat function to ensure the message typed by a visitor is persistence across pages
SnapABugChatView	Functional - Live Chat (Session)	First Party	Chat function to check logic handling
SnapABugUserEmail	Functional - Live Chat (Persistent - 1 year)	First Party	Chat function for visitor email address used to prepopulate the pre-chat window. This information is scrambled (not readable in plain text)
SnapABugBanned	Functional - Live Chat (Persistent - 30 days)	First Party	Chat function tracking whether the visitor is banned for chatting
SnapABugMinimizeStashCookie	Functional - Live Chat (Session)	First Party	Chat function for the detection of new messages while minimized so they persist during navigation.
SnapABugHistory	Functional - Live Chat (Persistent - 1 year)	First Party	Chat function that registers a unique ID that identifies the user's device to keep track of the visitor visits and last chats to present history to chat agent