**What is GDPR?**

GDPR – is a new pan-European data protection regulation, which extends the rights of individuals in the processing of their personal data, and sets requirements for companies that process personal data.

The new legislation concerns the processing of personal data of individuals located in the European Union.

From May 25 2018, the date of entry into force of the GDPR, Jivochat executes all of the new requirements for the processing and security of personal data.

We seek to transparently processing all personal data that сan be entered into Jivochat, complying the rights of individuals and helping our customers conform to the requirements of the GDPR.

**How is Jivochat executes the rights of individuals?**

The GDPR imposes many requirements on the security of personal data, the execution of the rights of individuals and the transparent processing of personal data.

The key issue that decides Jivochat paramount, this is a simple and easy execute rights of individuals.

**The right of access to data**

Any Jivochat`s customer can access to their data, a copy of the personal data that is processed about them and information about the processing of their personal data.

**The right of adjust to data**

In case if the individual discloses incorrect or incomplete personal data about themselves, with the help of the Jivochat`s personal Cabinet he can clarify and add the most simple and convenient way.

**The right to be forgotten**

Jivochat`s customers have a simple option to remove personal information contained about them in Jivochat. To that end, you need to send a request to [privacy@jivochat.com](mailto:privacy@jivochat.com)

**The right to restrict processing**

Our clients have the opportunity to restrict the processing of their personal data in Jivochat. To that end, you need to send a request to [privacy@jivochat.com](mailto:privacy@jivochat.com)

**The right of portability to data**

Every Jivochat`s customer has the right of receive to personal data provided to the service in a publicly available machine-readable format. Jivochat is ready to simply provide the unloading of personal data in a publicly available machine-readable CSV format after sending a request to [privacy@jivochat.com](mailto:privacy@jivochat.com)

**The right of objection for data processing**

Jivochat`s customers has the right at any time to send request to privacy@jivochat.com to objection the processing of personal data and we are willing to simply and quickly implement this right.

**What makes Jivochat for compliance with GDPR?**

In addition to providing simple means for individuals to implementation their legal rights under the GDPR, Jivochat has taken and regularly takes various measures to comply with the requirements of this regulation.

**Privacy Policy**

In order to each individual whose data Jivochat processes as a controller can obtain information on aspects of processing their personal data in the service and understand how we relate to certain aspects of data processing, Privacy Policy is placed in the public domain.

We tried to write the document in the simplest possible language so that every individual from the European Union could understand all its main provisions.

In addition, Jivochat seek to ensure that all individuals interacting with the service can access Privacy Policy not in one place, but in all places where personal data is entered into the service.

In Privacy Policy not only aspects of personal data processing were taken into account, but also Privacy Notice and information about cookie processing.

**Data Processing Agreement**

Each user can freely and simply sign up with the Jivochat Data Processing Agreement (NDA) to fix the controller and processor roles and obligations to comply with the GDPR requirements by all parties to the data exchange.

To retrieve the text of a DPA email us at [privacy@jivochat.com](mailto:privacy@jivochat.com)

**Sub-processes**

We display publicly all processors that supply us with their services and that may either way affect the processing of personal data in one way or another. We presented the list of sub-processors in Privacy Policy.

With all service providers Jivochat concludes DPA to control the ensure of all the rights of individuals and measures for the protection of their personal data.

**Safety measure**

In order to ensure high protection of personal data privacy, we use the procedures "privacy by design" and "privacy by default". It means that when designing changes in our services, changing business processes or introducing new technologies, we conduct procedures to influence their privacy and do everything to reduce the risk to individuals.

Jivochat uses the necessary measures to back up, control access to personal data, and regularly update the software used.

**What tools do we give to our customers for simple GDPR compliance?**

We have developed a number of improvements in the product that will be useful to our customers to match their GDPR.

**The hiding of IP**

Information about the IP-address is designed to facilitate the identification of the client's location for better provision of services and counseling individuals through online chat, is hidden now. Instead of this information, information about the territorial location of individuals is entered, which allows our customers to fulfill their goals and adhere to the principle of "privacy by default" to minimize the composition of the processed personal data.

**The collection of consent in chat rooms**

Through the personal account, each Jivochat`s user can configure the function of collecting consent to the processing of personal data through online chat with the ability to edit the text of consent. It gives our clients more opportunities to choose and implement legal grounds for personal data processing.

**Privacy Shield EU-US**

Because the company Jivochat is associated in the United States, for transparent and lawful processing of personal data, complies with the requirements signed between the United States and the European Union Privacy Shield EU-US.

It provides additional guarantees for the implementation of their rights to individuals, as their requests will be considered not only by the European Supervisory authorities, but also by independent international arbitration companies.

More information about our compliance with the Privacy Shield requirements is described in our Privacy Policy.