

Terms and Conditions for Use of Live Chat

Version	Approved by Southend City Council Finance, Curriculum and Quality Group	Reviewed
002	December 2022	Annually
Revisions: Updated GDPR to UK GDPR Standardised Formatting		

Overview

Our one-to-one web chats are text-based. Questions and answers appear on a screen between you and our operator(s). You are not able to hear the chat; there is no video or audio. The web chat is intended to address general queries relating to studying at Southend Adult Community College and we may refer you to other areas of the college should we feel this would be beneficial. We will endeavour to answer as many questions as possible during the chat facilities operating hours between 9am – 4.30pm Monday to Friday (excluding public holidays).

Southend Adult Community College reserves the right to block and/or not respond to any messages, which are considered to be inappropriate, vulgar, obscene, hateful, fraudulent, unlawful, threatening, discriminatory or defamatory, or for any other reason at the sole discretion of the college.

Taking part in a Live Chat

The live chat tool for Southend Adult Community College is a service brought to you by [‘Tidio’](#)

This chat facility is free of charge for users.

The following rules apply for the use of our live chat tool:

1. Users are solely responsible for any questions, submissions or content posted within the live chat tool. When using live chat, all users are prohibited from:
 - A) Publishing data, texts, images, files, links, software, card details or any other content Southend Adult Community College in particular deems illegal, harmful, threatening, abusive, harassing, slanderous, vulgar, obscene, hate

inciting, racist or in other ways objectionable; harming others in any way; passing off as another person in the chat room(s);

- B) Entering, publishing, transmitting content by email, or in any other way, if the user is not authorised to pass on this content;
- C) Entering, publishing, transmitting content by email or in any other way if this violates the rights of third parties, particularly patents, marks, copyrights, business secrets or other ownership rights;
- D) Using the live chat tool for commercial purposes;
- E) From hampering the technical performance of the live chat tool or from interrupting the ordinary process of communication or in any way impairing the possibility of other users to communicate in real-time;
- F) From altering, modifying or reverse engineering any part of the live chat tool;
- G) Accessing the servers or networks linked to the live chat tool or interrupting these or not complying with regulations, processes or other rules of the networks associated with the live chat tool;
- H) Using or launching any automated system, including without limitation, “robots” or “spiders”, “load testers” or “DDoS attacks” that seek to send more messages to the live chat server than is possible for a human to send in the given time.
- I) Harassing, threatening, slandering, importuning, or embarrassing anyone, be it a natural or legal person or personality, or cause this person inconveniences of any kind;

2. During registration for a chat, the user is required to enter their name and email address, which will be used for identifying the chat and subsequent communications (see Tidio Data Policy below). Section 1 (a) also applies to the inputting of their name and email address.

3. In case of breach of these Terms and Conditions, the College reserves the right to delete the individual’s contribution. In serious cases or in case of recurrence, Southend Adult Community College is entitled to delete the user's registration and to block the account temporarily or permanently. It shall be at the sole discretion of the College to assess the situation leading to a blocked account.

4. Compliance with these rules shall be monitored by an administrator within

Southend Adult Community College. Every user is also authorised to inform us by email in case of suspected violation of the Terms and Conditions for Use.

5. Every user is responsible for the content and data he/she publishes, and uses the live chat tool at their own risk. To the extent permitted by law, Southend Adult Community College shall not assume any liability for damage or losses of any kind resulting from the use of the chat tool.

6. No assurance or warranty, express or implied, can be given for the availability and reliability of the chat tool.

7. Information to users may contain links to third party websites. The College has no control over, and assumes no responsibility for, the content, privacy policies or practices of any third-party websites.

8. By using the chat tool, you expressly acknowledge and agree the College shall not be responsible for any damages, claims or other liability arising from or related to your use of any third-party website.

9. The present Terms and Conditions for use may be subject to change at any time. The users of this chat tool are not entitled to assert claims of any kind against Southend Adult Community College. The College shall not be liable for any damage caused by the faulty transmission or non-transmission of contributions, irrespective of whether a confirmation of transmission is received or not.

Tidio Data Policy

This website is using Tidio, a chat platform that connects users with the customer support of Southend Adult Community College. We are collecting email addresses and names only with the consent of the users, in order to start the chat. The messages and data exchanged are stored within the Tidio application. For more information, please refer to their [Privacy Policy](#). Southend Adult Community College is not making use of these messages or data other than to follow up on users' registered issues or inquiries. Your personal data will be processed and transmitted in accordance with the UK General Data Protection Regulation (UK GDPR).

A record of each one-to-one live chat will be held within the system and may be used when looking into your enquiry and for quality and monitoring purposes. We have a retention policy of 30 days on all chat logs, unless there is ongoing cause for retention i.e. investigation.

The Tidio tool automatically gathers the following information and this is used

generally to identify individual chat records and to aid banning in cases of malicious activity as previously laid out in Section 1 of this document:

- Information about the visitor's browser (e.g. Internet Explorer version 10)
- Origin (where the chat originated from on our website)
- IP address Country of origin

in addition, service user contact details including name, email, date and time of the chat will be captured and used to respond to enquiries with information about Southend Adult Community College

Complaints and Comments

If you wish to make a complaint or comment regarding a chat (i.e. you think it is objectionable or in breach of these terms and conditions) then please contact us by email at: sacc@southend-adult.ac.uk