Support Chat Privacy Notice

Getting Started · https://toxicalldemo.com/docs/tox5migration/support-chat-privacy-notice/

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Please Do Not Share Sensitive Information in This Chat

This chat is intended for general technical support related to toxiCALL® and toxiWEB® products. To protect your privacy and security, please **do not submit the following** through this chat:

- Protected health information (PHI) or other health-related records
- Social Security numbers or other government identification numbers
- Payment card numbers, bank account details, or other financial account information
- Passwords or login credentials
- Any other sensitive personal information not necessary to resolve a general support question

If your question requires sharing this type of information, please describe your issue without including the sensitive details, and a team member will follow up with you to collect anything further through a more secure method.

How This Chat Works

This chat is provided through Zendesk, a third-party customer support platform. Conversations through this chat are recorded and stored to allow our support team to assist you and to maintain a record of the support provided.

How We Use What You Share

Information you provide through this chat is used solely to:

- Diagnose and resolve technical issues with toxiCALL® or toxiWEB®

- Maintain a record of support interactions for quality and continuity purposes
- Improve our products and support processes

We do not use chat content for marketing purposes or share it with third parties except as necessary to provide support (for example, our support platform provider, Zendesk) or as required by law.

Data Retention

We do not currently have a defined retention period for chat transcripts; conversations are retained as part of our standard support records. This notice will be updated if a specific retention and deletion schedule is established.

Your Responsibility

By using this chat, you acknowledge this notice and agree not to submit protected health information or other highly sensitive personal data through this channel. If sensitive information is submitted in error, please let the support team member assisting you know, so it can be addressed appropriately.

Questions

If you have questions about this notice or how your information is handled, please raise them in the chat and a team member will be happy to assist.

For more information on how Zendesk, our support platform provider, handles data, see Zendesk's Privacy Notice.

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