



WP Live Chat Support implements **the
General Data Protection Regulation**



**General
Data
Protection
Regulation**

The General Data Protection Regulation, or GDPR, is the European Union's response to the growing concern of data protection and security. The regulation is imposing a cost to the collection, storage, and usage of data by holding organizations responsible for its protection and forcing them to return ownership and concern to the individual because it acknowledges the value of such data.

The GDPR gives you more control over how your data is used and is desirable for all parties!

This new regulation came into effect May 25 2018 and WP Live Chat Support endeavours to meet these strict regulations and help our customers do the same.

WP Live Chat Support and the GDPR

WP Live Chat Support relies on your consent for data processing purposes. The GDPR defines consent as “...freely given, specific, informed...,” a statement or by a clear affirmative action, signifies agreement to the processing of personal data...”.

WP Live Chat Support provides for granular consent processes in each instance where personally identifiable data is processed. Supporting the spirit and aim of data protection proposed by the GDPR, we have not only ensured for consent safeguards in our internal processes, so endeavouring to affect Privacy by Design, but have implemented GDPR compliance tools to assist Users of WPLC in communicating data protection to their site visitors.



General Data Protection Roadmap

Our journey to becoming GDPR compliant



Research and documentation of General Data Protection Regulation.



Internal analysis sweep:
Identify all areas applicable or potentially affected by GDPR.



Team Training:
On the implication and standards of the GDPR.



Strategy Preparation:
*Implementing GDPR regulations
to services and products provided.*



Strategy Preparation:
*Implementing GDPR regulations
to internal and external procedures.*



Adding Consent Notices, GDPR
alerts and a Cookie Notice to the
Live Chat box.



Add GDPR features to Live Chat
functionality: search and export,
erasure and request for access.



Add GDPR actions to the Plugin
website.



Implement re-subscriber lists and insert
consent checks in all applicable areas.



Preparation of Data Processing
Agreement.



Updates in company's documentation
according to GDPR requirements



Communicate GDPR compliance
to customers.



**If you have any questions, don't
hesitate to contact us!**

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