freshchat

GDPR FAQ

Here are some frequently asked questions from Freshchat customers. To save customer time and effort, we've collated information and instructions on how Freshchat tackles requirements of the GDPR. Keep watching this space for more.

Q. What are the steps that Freshchat has taken to be GDPR compliant?

- Introduced Data Processing Addendum (DPA)

- Updated Terms of Service and Privacy Policy to include GDPR provisions

- Introduced new features in Freshchat to comply with the requirements under GDPR

- Undertook security measures to be GDPR complaint

- Option to host customer data in the EU data center for EU customers

Q. As a GDPR-compliant business, what options has Freshchat made available to me as a customer?
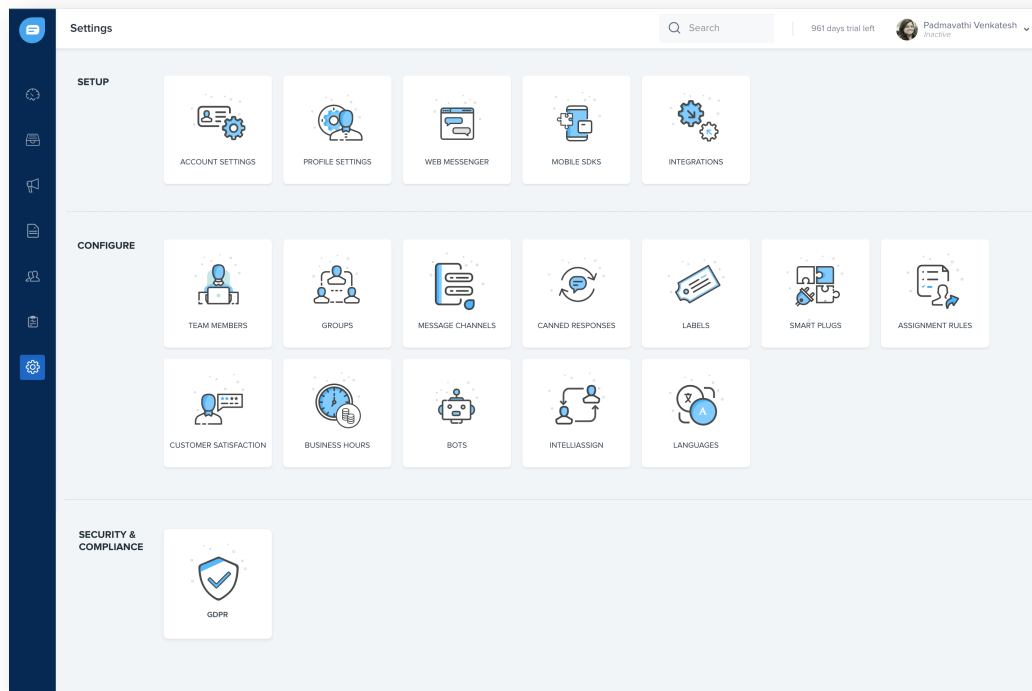
To help customers achieve GDPR compliance, Freshchat has introduced the following new features:

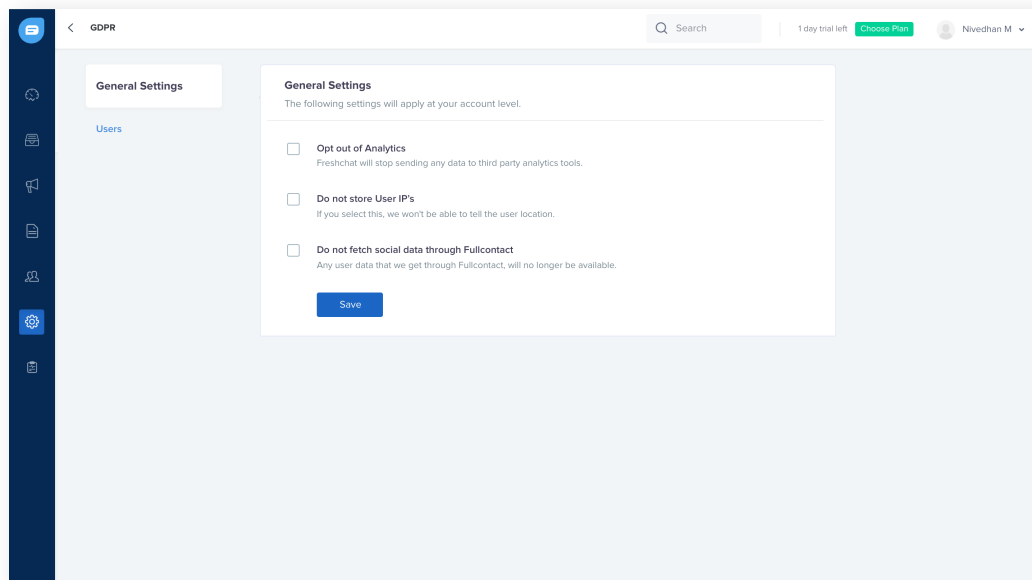At a broader account level, account admins will have the option to:

- **Not store IPs**
  If you select this, Freshchat won't be able to identify the user location.

- **Turn-off social profile enrichment**
  Any user information that we add automatically through our enrichment tools will no longer be available.

- **Opt out of analytics**
  Freshchat will stop sending any data to third party analytics tools.

All of the above settings can be made by the account admin under Settings → **Security and Compliance** → **GDPR settings** → **General Settings**

All account level settings can be made here

For individual users, you will be able to:

- Delete users

- Export user data and

- Turn-off events timeline

You will also have the option to:

Delete a team member

- Contact the Freshchat team at support@freshchat.com to delete a team member. We will delete the data but the name will be retained to get context on the conversations the member has had.

Delete your account

- Contact the Freshchat team at support@freshchat.com to delete your account.

Q. I have the Freshchat messenger integrated on my website. How do I make sure that I get consent from my customers before collecting their data/storing cookies on Freshchat?

If you prefer to get user consent for collecting their data or storing any cookies on Freshchat, we recommend you don't load the Freshchat widget until the user has accepted your policy. We recommend you add the following privacy notice where you would like to inform your visitors and customers about processes in the context of Freshchat (a product of Freshworks Inc).

"We use third party service providers, like Freshworks Inc ("Freshworks") to enable interaction with you on our website and/or our product. As a data processor acting on our behalf, Freshworks automatically receives and records certain information of yours like device model, IP address, the type of browser being used and usage pattern through cookies and browser settings. Freshworks performs analytics on such data on our behalf which helps us improve our service to you. You can read about the cookies Freshworks' sets in their cookie policy *here*."

(While we suggest you include the above in your privacy notice, please note that this is provided for informational purposes only and should not be relied upon as legal advise or to determine how GDPR might apply to you and/or your organisation. We encourage you to obtain independent professional advice, before taking or refraining from any action on the basis of the information provided here.)

If a visitor or a customer on your website has "accepted" your cookie policy, you have the consent from them on collecting their data, and the Freshchat messenger can be displayed on all pages of your website. In case the cookie policy has "not been accepted" or been "denied", we recommend you don't display the Freshchat messenger on your website.

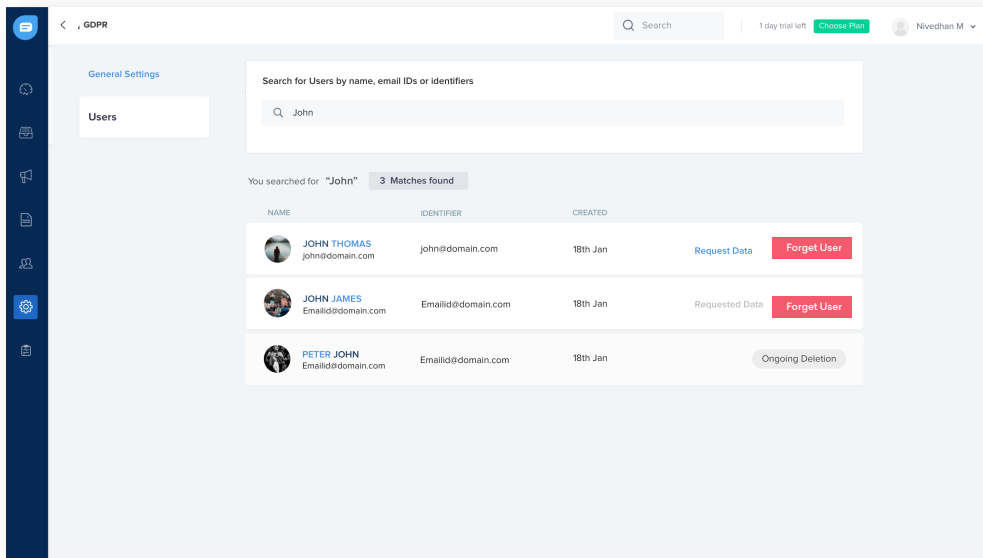To achieve this, we recommend you don't use window.fcSettings to initialize the widget config. Instead use window.fcWidget.init({}) to pass the widget config which allows the website / application to decide to load the widget based on the acceptance / decline from the user. Once the user accepts and allowed permission call window.fcWidget.init() method to initialize the widget.

Q. How will Freshchat handle users' right to be forgotten? Can I delete a user's personal data on Freshchat?

Yes, this is possible. Follow the steps below:

- Go to Settings
- Click on "GDPR" under "Security and Compliance"
- Click on "Users"
- In the search bar, search for an user by their name, email address, or other identifiers
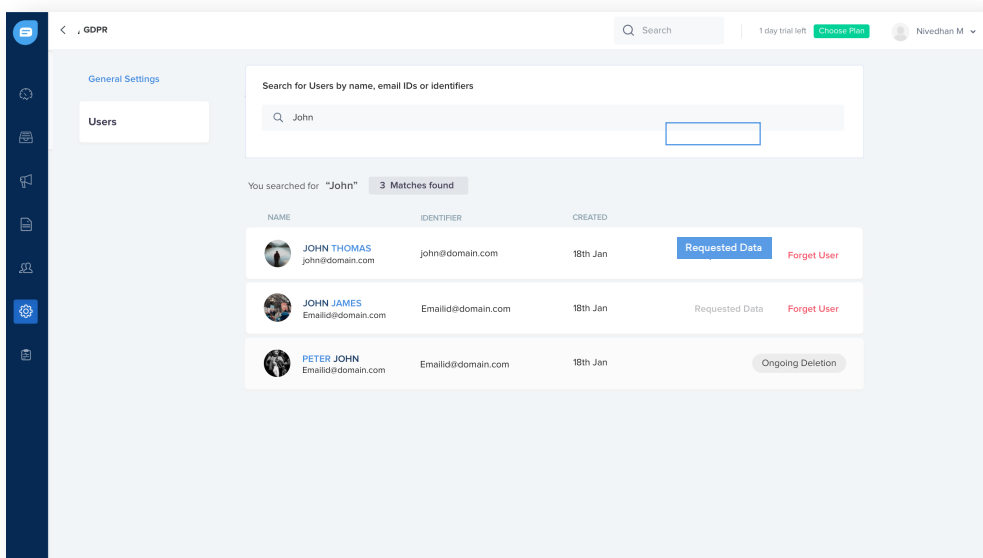- Click on "Forget User"

User details like user properties, user information, conversations with the users, and their events timeline / website navigation path will be deleted.

Q. How can I export a user's data?

- Go to Settings
- Click on "GDPR" under "Security and Compliance"
- Click on "Users"
- In the search bar, search for an user by their name, email address, or other identifiers
- Click on "Request Data"

Once requested, Freshchat will get back to you with an email carrying an export of the user's data.

Q. How do I delete my account?

Send an email from your account admin id to support@freshchat.com to delete your account.

Q. In case a user doesn't want to be tracked on my website, how does Freshchat enable me to achieve this?

The following Freshchat messenger / widget code needs to be used based on what's permitted by the end user to track:

- Adding the Freshchat web messenger code below will allow apps to block all the i) **page transitions events** (this is triggered when a webpage from the same website is visited) and ii) **all custom events.**

```
window.fcSettings = {
  config: {
   disableEvents: true
  }
}
```

Adding the Freshchat web messenger code below will allow apps to block only **page transition events**

```
window.fcSettings = {
  config: {
   disablePageTransition: true
  }
}
```

Q. Do I need to move my data to an EU based data center to be GDPR compliant?

GDPR does not require EU personal data to stay in the EU, nor does it place any new restrictions on transfer of personal data outside the EU. GDPR only mandates that such transfers be legitimized through any of the mechanisms provided in the regulation. Some ways of legitimizing transfers are through EU-US Privacy Shield Certification and Model Contractual Clauses. Freshworks is certified under EU-US and Swiss-US Privacy Shield.