

# Privacy Notice

## Live chat service

**Reference:** GDPR-DOC-APSLC

**Classification:** Public

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### 1. Introduction

Privacy and the protection of personal data of data subjects is of the highest and most fundamental importance to Moloni. Our company is committed to respecting your personal data and ensuring the rights of data subjects who are identified or identifiable. We achieve this through fair and lawful processing operations, supported by all necessary technical and organisational measures. These principles are applied across the entire company and specifically to the live chat channel that Moloni maintains for contact with its current and prospective customers.

### 2. Data controller

Moloni Unipessoal, Lda. is the controller responsible for your personal data collected and processed via the live chat channel. This means the Company is responsible for deciding the purposes of its use, always within the limits permitted by general legislation and Data Protection laws in particular.

### 3. What personal data do we collect?

The Company may collect the following personal data about you when using the live chat tool as a communication channel:

- Contact and identification information, such as your name, email address, tax identification number (NIF), and the IP address assigned to your internet location;
- Terminal and device information, such as the operating system, software, and browser versions used for navigation;
- Information from feedback, queries, and any other type of information provided by the user.

## 4. Why do we collect your personal data?

The Company collects your personal data for the following processing purposes:

- Customer relationship management;
- Technical and commercial support operations;
- Improvement of operations and products;
- Categorisation of support sessions and information provided.

## 5. Who do we share your personal data with?

The collected data is accessed and processed by Moloni's Communication team, as this is the functional area with the operational capacity to interpret the data to refine the messages produced and presented to users and those interested in Moloni ON.

Additionally, Moloni has chosen the CRISP platform - <https://crisp.chat/> - to support these communication operations. This platform has no right to use your personal data, nor does it use it to send you marketing information other than that related to Moloni ON.

## 6. Where do we store your personal data?

Your personal data will be stored on servers located within the European Economic Area (EEA), with exclusive operational control exercised by Moloni and the solution provider.

## 7. How do we protect your personal data?

The Company has implemented security measures to protect your personal data against unauthorised access, use, disclosure, alteration, or destruction. These measures include physical, technical, and organisational security measures, such as:

- Definition of roles and responsibilities;
- Implementation of physical and digital access controls;
- Training and awareness for human resources regarding personal data protection;
- Implementation of codes of conduct and confidentiality agreements whenever necessary.

## 8. Exercising your rights

Applicable rights may be exercised by contacting us directly at [dpo@moloni.pt](mailto:dpo@moloni.pt). If you have a complaint about how we handle your data, we would like to hear from you; however, you also have the right to lodge a complaint with the supervisory authority — the National Data Protection Commission (CNPD), whose contact details can be found at [www.cnpd.pt](http://www.cnpd.pt).

## 9. Changes to this Notice

Moloni may amend this Notice at any time. The most recent version of the Notice will always be available on its website.

## 10. Contacts

If you have any questions about this Notice, you can contact Moloni via the following email address: [dpo@moloni.com](mailto:dpo@moloni.com).