



# Web Application Software User Privacy Policy

v 1.0

January 2018

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**Signed:** 

**Date:** 04/05/2018

**Implementation**

Date	Version	Implementation Notes
08/01/2017	1.0	New policy defined to be in line with the ABCNoise3

**Approval and Amendment History**

Date	Version	Notes of Approval & Amendment
12/01/2017	1.0	First review and sign off
12/01/2018	1.0	No changes
04/05/2018	1.1	Minor Updates for ABC Quantum and GDPR
12/01/2019		

**Review Date:** 12/01/2019

## 1. INTRODUCTION

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This policy covers how BC Legal treats Personally Identifiable Information (“PII”) that it collects and receives as a result of use and operation of the following software tools:

1. ABC Noise 3
2. ABC Asbestos
3. ABC Quantum
4. ABC Analytics
5. BC Legal Passport

These software tools are hereinafter referred to as our ‘software’.

BC Legal will keep this policy current, relevant and document controlled. All key objectives and the implementation approach will be reviewed at minimum every year and, where appropriate, modified or amended.

This policy will be made available, upon request, to all third-parties using BC Legal's software and is all accessible through our software.

Previous versions of this document will remain available in an archive. Physical copies of superseded documents should be destroyed.

## 2. INFORMATION COLLECTED

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BC Legal collects some PII when you register with any of our software-your name, email address, geo data, the organisation you belong to and potentially the team within that organisation.

We also collect your current and previous steps on the site through the Live Chat support tool. This collects your IP address and associated email address and name.

Web access logs also retain the time of the access, your Internet Protocol address (“IP”) and your current user agent.

We do not collect or process banking or other financial information and any requests to do so by anyone purporting to be from BC Legal should be treated with the utmost suspicion.

### **3. PII DATA USE**

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The above-mentioned data is used to:

- Provide and deliver the software services
- Provide authorisation models for access to your data within your own organisation
- Operate and improve our environments
- Provide detailed product support and customer service;
- Send you service-related information, including confirmations, security alerts, and support messages;
- Enforce our terms and conditions or protect our business, partners, or users
- Protect against, investigate, and deter fraudulent, unauthorized, or illegal activity.

### **4. DISCLOSURE OF PERSONAL DATA**

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BC Legal will never and has never agreed to rent, sell or in other ways share Personal Data with other people or non-affiliated companies.

There are two exceptions under which we would disclose data:

1. We may disclose your data if compelled to do so in response to a legal process such as a court order or where we believe it is necessary to prevent illegal activity such as fraud, personal or threatening behaviour or matters of physical safety.
2. We may anonymise statics to understand the usage and promote the use of the Software. This will only be in general terms of numbers of users and never would a name or organisations be shared without prior consent.

### **5. COOKIES AND INTERENET PROTOCOL ADDRESS**

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BC Legal software only uses cookies for either support or authentication. There is no tracking or advertising software, social media application or additional third-party tools that will monitor or track users through BC Legal software.

Third-party support tool “Live Chat” uses this information to enable a BC Legal support operative to identify the user we are speaking to and their current location and path when using the system<sup>1</sup>. This is not used for marketing or other purposes, just for support.

An Internet protocol (“IP”) address is the unique number assigned to your server or Internet Service Provider (“ISP”). BC Legal may track such IP addresses for system administration, to report aggregate

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<sup>1</sup> Live Chat Privacy Policy: <https://www.livechatinc.com/privacy-policy/>

information, site tracking, to prevent our servers from being abused and for other uses described in this Privacy Policy.

## **6. INFORMATION SECURITY**

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We have put in place reasonable and appropriate physical, electronic, and managerial procedures to help safeguard information we collect through our software. However, you should know that no company, including BC legal, can fully eliminate security risks associated with PII.

To help protect yourself, please use a strong password, do not use the same passwords to access your BC Passport accounts that you use with other accounts or services, and protect your user names and passwords to help prevent others from accessing your accounts and services.

## **7. DATA COLLECTION OPTIONS**

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BC Legal endeavours to ensure that users can opt out at any time from marketing and un-wanted email. Each email is supplied containing a link that a user can click to remove themselves from all marketing information. Users can also contact [developers@bc-legal.co.uk](mailto:developers@bc-legal.co.uk) and request that they are opted out of all marketing information directly.

BC Legal respect the rights of users to use browser-based policies and software to block third party cookies. This will only affect our ability to offer support through the Live Chat option. Support is still available to users who choose to do this through the support ticket system also available in the products.