RELCOM

Annex to the Relcom Terms — Relcom Support

Special terms for the website chat.

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What it is

A chat for a website and a console in which your team answers visitors.

Conversations are your data

Visitors' messages, their names and contact details are data for which you are responsible. We process them on your behalf under the data processing agreement. You tell visitors in your privacy policy that a chat operates on the site and who sees the conversations.

Where the chat runs

The chat starts only on the addresses that you have allowed in the project. You are responsible for which sites your chat is installed on.

Verified users

If your website has a sign-in, the chat can show the operator the visitor's verified name. For this your server signs the user identifier with the project secret. Keep the secret only on the server. A signature is valid for a limited time. After you change the secret, the previous one is still accepted for a while so that your website can switch to the new one. The visitor's key in the browser stops working after 90 days without use.

Notifications

Notifications of new messages go to the people you have named through three channels: email, Telegram and browser push notifications. A notification contains the project name, the visitor's name or email and the beginning of their message: up to 300 characters in Telegram, up to 160 in a push notification, up to 2,000 in an email. This text reaches the chosen service. Push notifications are delivered by the browsers' services: Google, Apple, Mozilla, Microsoft.

Operators and projects

Roles: operator, administrator, owner. The plan limits the number of projects and operators. One project can allow several website addresses, without a limit on their number. Operators are counted across all of the owner's projects together. The count includes the owner and invitations not yet accepted. On the Business plan each operator above twenty is paid for separately according to the price list.

Access by Relcom staff

Relcom staff have a service console. In it they see the projects' data, including conversations, read-only. This is needed to help you when you ask and to investigate complaints and abuse. Every action of a staff member is recorded in a log. Staff can suspend a project or block an account in the cases in section 11 of the Terms. They can transfer a project to another account at your request. They can delete a project; a deleted project can be restored within 30 days.

Retention of conversations

You choose the retention period for conversations in the project settings: 6, 12 or 24 months. If you change nothing, it is 24 months. A conversation is deleted automatically once this period has passed since its last message. A visitor with no conversations left is deleted once they have not been seen for the same period.

A single conversation cannot yet be deleted in the console. You can delete a visitor entirely, together with all their conversations, or erase their name, email and phone number.

If the paid plan is switched off

The account moves to the free plan: one project, two operators. Projects already created and operators already invited keep working; nothing is deleted. New projects and operators cannot be added while there are more of them than the plan allows. Paid-plan features — help centre editing, your own logo, API keys and webhooks — are switched off. Conversations are kept.

When you leave

A deleted project stops working immediately and is deleted permanently after 30 days, together with the conversations, visitor data and help-centre articles. There is no separate export button: conversations and messages can be obtained through the API (Team plan and above) or through the connector for the assistant.

What is not available yet

The help centre is in preparation and has not been released.