

Data Privacy Policy for Live Chat

At Roofing Nation, we value your privacy and are committed to protecting your personal information collected through our website's live chat feature. This policy explains how we collect, use, and disclose this information.

Data Collection and Use

IP Address: We collect your IP address for security purposes to prevent abuse or misuse of our live chat system.

Device Information: We may collect information about the device you are using to access our live chat, such as the type of device, operating system, and browser. This helps us optimize the live chat experience for different devices.

Cookies: We use cookies to maintain your live chat session and remember your preferences. These cookies are temporary and deleted after you close your browser.

What Information Do We Collect Through Live Chat?

The information we collect through live chat may include:

- **Name:** To personalize the conversation and address you directly.
- **Contact Information (Optional):** Email address or phone number, if you choose to provide it for scheduling purposes.
- **Brief Description of Inquiry:** To understand your needs and connect you with the appropriate representative.
- **Chat Transcript:** The conversation history between you and our live chat representatives.

We do not collect any sensitive personal information (e.g., social security number, financial information) through live chat.

How We Use Your Live Chat Information:

We use the information collected through live chat to:

- **Provide exceptional customer service:** Respond to your inquiries, answer questions about our services, and schedule appointments.
- **Improve our Live Chat experience:** Analyze chat transcripts to identify areas for improvement and enhance the overall experience for future users.

We will never:

- Sell or rent your live chat information to third parties.
- Use your live chat information for marketing purposes without your consent. (Compliance with CAN-SPAM Act for email marketing)

Security of Your Live Chat Information:

We utilize industry-standard security measures (secure servers, encryption) to safeguard your live chat information. Chat transcripts are stored securely on our servers and only accessible to authorized personnel.

Changes to this Policy:

We may update this policy periodically. We will notify you by posting the revised policy on our website.

Additional Information:

For any questions or concerns regarding our Data Privacy Policy, please contact us at info@roofing-nation.com

By using our live chat feature, you acknowledge that you have read and understood this Data Privacy Policy.