

Privacy Policy (GDPR)

Privacy Policy (EN)

Verze: 1.0 **Platnost od:** 23.09.2025 **Platnost do:** do vydání nového znění / until superseded

Provider

ATOM RTC s.r.o., Senovážné náměstí 978/23, 110 00 Prague 1, Czech Republic, Company ID: 05482135, registered with the Municipal Court in Prague, Section C, Insert 264416

Service / Brand: LiveSupp · Website: <https://livesupp.com>

1. Controller and Contacts

The controller is ATOM RTC s.r.o., Senovážné náměstí 978/23, 110 00 Prague 1, Czech Republic, Company ID: 05482135, registered with the Municipal Court in Prague, Section C, Insert 264416. Data subject rights may be exercised via the postal address above or the contact form at <https://livesupp.com>.

2. Purposes and Legal Bases

Provision of LiveSupp (contract), customer support (legitimate interest / contract), billing & accounting (legal obligation), direct marketing of similar own services (legitimate interest; you may object at any time), newsletter (consent where required).

3. Categories of Data

Identification and contact data, operational and technical logs, communication metadata, billing data; for webchat, conversation content depending on Customer configuration.

4. Recipients / Processors

IT/telecom/cloud providers, accounting and legal advisors, integrated systems per the Customer's instructions; appropriate contracts in place.

5. International Transfers

Only under GDPR safeguards (SCC + transfer risk assessment).

6. Retention

For the contract duration and thereafter as necessary to comply with obligations and defend claims; logs typically 6–24 months, accounting records 10 years.

7. Data Subject Rights

Access, rectification, erasure, restriction, portability, objection, complaint to the Czech DPA; consent may be withdrawn at any time.

8. Security

Encryption, access control, logging, backups, updates, firewall/antivirus, staff training—in line with Article 32 GDPR.

9. Processing on Customer's Behalf (DPA)

In LiveSupp operations, the Provider typically acts as a processor; governed by a DPA under Article 28 GDPR.

10. Contact

Postal address: ATOM RTC s.r.o., Senovážné náměstí 978/23, 110 00 Prague 1, Czech Republic, Company ID: 05482135, registered with the Municipal Court in Prague, Section C, Insert 264416. Website contact form: <https://livesupp.com>.