



LiveTiles

Privacy Notice – Web Contact Form

This privacy notice tells you about the information we collect from you when you submit an inquiry to us via the contact form on our website. In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

Who are we?

We are LiveTiles. Our address is 137 W 25th Street, New York, NY 10001, USA. You can contact us by post at the above address, by email at **info@livetiles.nyc** or by telephone on +1 877 245 5990.

We are not required to have a data protection officer, so any enquiries about our use of your personal data should be addressed to the contact details above.

What personal data do we collect?

When you submit a message via the Contact form, we ask you for basic information about you. This includes your first and last name; your email address; your country; your brief message; and how you heard about us.

Why do we collect this information?

We will use your information to respond to your request and hopefully to provide you with the information you need. We do this in order to take steps at your request prior to entering into a contract i.e. as part of pre-sales activity. We also will use this information to inform you of product updates or changes and communicate special offers to you.

What do we do with your information?

Your information is controlled in our Customer Relationship Management systems. We have a contractual agreement with the owners of these systems that commits them to providing an appropriate level of safeguards for your personal data. This data is stored on servers outside of the European Economic Area (EEA).

We will read your message and normally respond to you either via telephone or via email. We may ask for your consent to retain your information in our CRM system in order to send you further information that we think may be of interest to you.

We will not use the information to make any automated decisions that might affect you.

How long do we keep your information for?

Your enquiry is kept in our CRM system for one year – however, you may opt out at any time.

Your rights over your information

By law, you can ask us what information we hold about you, you can see it, and you can ask us to correct it if it is inaccurate.

You can also ask for it to be erased and you can ask for us to give you a copy of the information.

You can also ask us to stop using your information at any time, either by clicking the unsubscribe link at the end of any email communication, or by emailing, writing or telephoning us using the contact details above.

Your right to complain

If you have a complaint about our use of your information, we would prefer you to raise it with us in the first instance to give us the opportunity to put it right, but you can also contact the relevant authorities depending on your location:

USA:

Office of the New York State Attorney General via their website at <https://ag.ny.gov> or write to them at:

Office of the Attorney General

The Capitol
Albany
NY 12224-0341

EU and Rest of World:

Data Protection Commissioner of Ireland via their website at <https://www.dataprotection.ie> or write to them at:

Data Protection Commissioner

Canal House
Station Road
Portarlinton
Co. Laois