

# Advice & Support at Keele (ASK)

## Live Chat Terms and Conditions.

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We hope you find Live Chat useful and that it is a good way to get your quick questions answered efficiently. However, we have terms and conditions attached to your use of Live Chat. Please read the following before you make use of Live Chat. Many thanks, ASK.

### Definitions:

*LiveChat* – The name given to the Live Messaging service that is between ASK's reception and all users of the LiveChat service. The LiveChat service shall be bound by the ASK confidentiality policy, these Terms and Conditions of use, and the Guidance Notes of LiveChat for ASK Advisers.

*Chat* – A Chat is defined as the conversation between users of the Live Chat service and the ASK <https://docs.google.com/presentation/d/12n5QnM03jSXrrXoK4UCLrpFiIT5h9YGkYCN3rqA8iuU/pub?start=true&loop=true&delayms=30000service>.

1. The LiveChat opening times shall be 10am-4pm, Monday to Friday, (closed 12.30-1) subject to availability.
2. LiveChat is an information service, if you need in depth advice, an appointment will be offered an appointment with an ASK advisor.
3. At the time of your 'chat' you may request a transcript of the conversation by pressing the envelope icon at the top of the chat window. This will then be emailed to you.
4. Neither Keele University Students' Union nor any of its affiliates shall be liable for any direct, incidental, consequential, indirect, or punitive damages arising out of advice given during a LiveChat conversation.
5. Keele University Students' Union will keep a transcript of every 'chat' had through LiveChat. This transcript will be kept for 12 months at ASK and will be used for training and quality evaluation and to respond to a user's complaint in relation to the LiveChat service.
6. All LiveChat conversations are completed over a web based transmission service and are confidential between the "visitor" and ASK, unless explicit permission is given by the "visitor". However, if there is risk of someone being harmed or other unlawful activity, we may have to pass some details onto the relevant authorities. Please see ASK's Confidentiality Policy.
7. Furthermore, when you are using LiveChat, please do not transmit any unlawful, threatening, libellous, defamatory, obscene, pornographic or profane material, or any material that could constitute or encourage conduct that would be considered a criminal offence or violate any law. LiveChat reserve the right to terminate any LiveChat conversation which are judged to be any of the above.
8. All ASK employees using LiveChat shall adhere to the ASK Confidentiality Policy.
9. ASK is happy to advise students and staff using LiveChat. However, ASK cannot ensure confidentiality using this medium in the same way as contact through interviews, telephone or letter. ASK cannot guarantee the security of the service and therefore, cannot be held responsible for any security breaches, e.g. if a third party hacks into the service or due to an IT error, the Live Chat can be seen by parties other than the sender and ASK. Therefore, we recommend that if you wish to contact us using LiveChat please treat it as if using a post-card, if you need to divulge sensitive information you may prefer to do so in a different way. If you do contact us for advice using LiveChat we will assume you are happy for us to respond in this way. Any opinions expressed in this LiveChat Conversation are those of the individual and not necessarily those of Keele University Students' Union.

ASK deliver FREE, independent, confidential, impartial advice, information and representation on a whole range of issues.

For information about ASK's policies and procedures, including our Confidentiality and Complaints policies and procedures please visit [www.keelesu.com/ask](http://www.keelesu.com/ask).

ASK is regulated by the Financial Conduct Authority, ASK is number 618690 on the Financial Services Register.

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