

Visual Support - Terms

Spitfire may provide customers with access to a *Visual Support* service to assist with technical support, training, or other purposes.

When invited to use Visual Support, a customer would ordinarily receive an SMS with a unique hyperlink to join the session with an employee of Spitfire Network Services Limited.

By following that hyperlink the customer consents to share their device's microphone and/or camera(s) for the full duration of the session. Spitfire Network Services Limited reserves the right to record some or all of the audio and/or video captured during the session.

If the customer does not consent, the SMS should be deleted.