

Privacy Policy

The data controller in respect of personal data to which this policy applies is York UK Hosting Ltd, company number 04298261 registered in England and Wales (“York UK Hosting”, “we”, “us”, “our”).

Personal data we collect is processed in accordance with this Privacy Policy. This privacy policy outlines how York UK Hosting processes personal data in accordance with applicable Data Protection Laws and Regulations. York UK Hosting may change this policy from time to time by updating the policy at https://portal.yorkukhosting.com/legal/privacy_policy/ and will notify you by email.

This policy commences May 25th 2018.

What personal data we collect

We do not knowingly collect or otherwise process sensitive data or data about natural persons under the age of 13. Subject to that, we may collect the following personal data:

- First Name and Last Name;
- Title (Mr, Mrs, Dr, etc);
- Work address;
- Billing address;
- Your telephone number(s);
- Your email address(es);
- Payment and billing information, e.g. bank account, payment card or PayPal details;
- IP address;
- Your location details when you access our services or websites;
- Company Name (if applicable);
- Business registration number (if applicable);
- VAT number (if applicable);
- Profile and usage data (this includes your settings, marketing choices and data from the devices you use, such as laptops or mobile phones, to use our services. We also use Cookies to collect data while you are using our websites).

How we collect personal data

The ways we collect personal data may change from time to time as notified by updates to this policy. We may collect the personal data described above in a number of ways:

- when you order services from us;
- when you communicate with us so that we can make you a proposal;
- when you apply for a refund;
- when you talk to us on the phone or online;
- when you visit our Client Portal to manage services;
- when you visit our websites (and their subdomains) at www.yorkukhosting.com, hosting-platform.com, hosting-platform.uk and backup-platform.uk;
- when we receive emails, business cards and other documents from individuals containing such data;
- when you communicate with us so that we can make you a proposal or enter into a contract for our products/services either with us or one of our partners;
- when you respond to marketing campaigns.

How we use the personal data that we collect

We use the personal data that we collect to:

- Keep internal records about our business, customers, suppliers, contractors, partners and prospects;
- Provide and improve our products and services including customer support and service delivery;
- Publish to you new product and service developments, offers and similar marketing information;
- Offer relevant information about the products/services of York UK Hosting;
- Enable our subcontractors to support us in the delivery of our products and services;
- Perform other necessary functions related to the performance of contracts we enter into such as managing subscriptions, running a support function, running credit checks or fraud prevention;
- Enable our professional advisors to support us in the conduct of our business;
- Conduct market research by contacting you by email;
- Customise the content of our websites according to your role and page views;
- Obtain products and services from York UK Hosting suppliers.

Transfer of personal data to third parties

We will never sell personal data to third parties. However, we may need to provide personal data we have collected to our partners, subcontractors, agents and suppliers to enable them to support us in the fulfilment of our contractual obligations or in the ordinary conduct of our business. Regulators and other competent authorities may also require the sharing of personal data. Such transfers may include individual contractors in third countries.

Wherever we transfer personal data to a third country we do so within the European Union or, if outside the European Union, only under safeguards adequately protective of that personal data according to applicable law and regulation, for example, by use of legally binding data processing agreements, or an approved Privacy Shield.

How long we keep personal data

As a general rule we keep personal data including transaction history only for so long as is reasonably necessary bearing in mind York UK Hosting's legitimate interests in processing it and legal duty. In nearly all cases this will be a minimum of six years after last contact to enable us to:

- a) comply with statutory record keeping purposes;
- b) to respond to any questions, claims or complaints;
- c) comply with regulations that apply to us;
- d) being efficient about how we fulfil our legal and contractual duties.

Controlling your personal information

Even though you may have consented to the use of your personal data in certain ways you can change the permissions or you can withdraw your consent to personal data processing by York UK Hosting at any time, by contacting cs@yorkukhosting.com.

If you choose not to give us this personal data, it may delay or prevent us providing products or services you. For example, not providing an email address would prevent us sending you service information.

You also have certain other legal rights in respect of your personal data including the right to have access to it, rectify it, erase it, restrict processing of it, and move it. To exercise one or more of these rights please contact cs@yorkukhosting.com.

In the event you have a concern or complaint about our processing of your personal data please contact cs@yorkukhosting.com. You also have the right to complain to the UK's Information Commissioner at <https://ico.org.uk/>