

Tabberner Consulting Limited

The Cuckoo – Web Design & Hosting

Privacy Policy & Statement

We understand that we have a responsibility to protect and respect your privacy and look after your personal data safe and secure. This Privacy Notice explains what personal data we collect, how we use your personal data, reasons we may need to disclose your personal data to others and how we store your personal data securely. We are committed to respecting the privacy of our customers and users of our services.

How the law protects you

Data protection laws state that we are only able to process personal data if we have valid reasons to do so. The reasons we process your personal data include, but are not limited to, your consent, performance of a contract, billing and to contact you.

How do we collect personal data from you?

We receive information about you when you contact us by phone, email or in writing by post in respect of any of our products and services or during the purchasing of any such product. If you provide us with personal data about a third party (for example when registering a domain on their behalf), you warrant that you have obtained the express consent from the third party for the disclosure and use of their personal data. Your personal data may be automatically collected when you use our services, including but not limited to:

- Name
- E-mail address
- Postal address

- Telephone and /or facsimile numbers
- Uniform Resource Locator (URL)
- Internet Protocol identification (IP)

Here is a list of all the ways that we may use your personal data and how we share the information with third parties. For clarity, we have grouped them into the specific products and services that we offer:

Domains

We process your data for administration, billing, support and the provision of services. Your domain registrant details may be sent to the domain registrar outside of the EEA who will have their own privacy statement.

All other services

We process your data for administration, billing, support and the provision of services.

Third Parties

For the avoidance of doubt, we do not and never shall sell your personal data to third parties for marketing or advertising purposes. You have the right to access the information we hold about you. Please email your requests to personal.data@tabberner.com and we will provide a PDF file with the data.

Where we store your personal data

All information you provide to us is stored in a protected environment within the EEA. No personal data is retained for non-current customers other than to comply with statutory retention periods – see below.

We will ensure that reasonable steps are taken to protect your data in accordance with this privacy notice.

As the transmission of information via the internet is not completely secure, we cannot guarantee the security of your data transmitted to our email addresses and any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Where we have given you (or where you have chosen) a password which enables you to access your email or the management system of your website or control panel, you are responsible for keeping the password confidential. We ask you not to share a password with anyone.

How do we use your data?

We use information about you in the following ways:

- To process orders that you have submitted to us
- To provide you with products and services
- To comply with our contractual obligations we have with you
- To help us identify you and any accounts you hold with us
- To provide customer care, including responding to your requests if you contact us with a query
- To administer accounts, process payments and keep track of billing and payments
- To detect fraud and to make sure what you have told us is correct
- To notify you about changes to our website and services
- To provide you with information about products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes
- To inform you of service and price changes.

Retention periods

We will keep your personal data for the duration of the period you are a customer of Tabberner Consulting Limited. We shall retain your data only for as long as necessary in accordance with applicable laws. On the closure of your account, we may keep your data for up to 6 years after you have cancelled your services with us. We may not be able to delete your data before this time due to our legal and/or accountancy obligations. We assure you that your personal data shall only be used for these purposes stated herein.

Your rights

In preventing the use or processing of your personal data, it may delay or prevent us from fulfilling our contractual obligations to you. It may also mean that we shall be unable to provide our services or process the cancellation of your service.

You have the right to object to our use of your personal data, or ask us to delete, remove or stop using it if there is no need for us to keep it. This is known as your right to be forgotten. There are legal and accountancy reasons why we will need to keep your data, but please do inform us if you think we are retaining or using your personal data incorrectly.

We will never use your personal data for marketing purposes. Your details will never be passed on to any third party without your specific consent in any general or specific situation.

Anonymize client profile

Should you formally request that we remove your data from our system we will do so in accordance with your request but taking into account our legal retention responsibilities. On execution we will:

- Close client profile
- Terminate client services
- Clear client emails
- Removing ALL non-billing data
- Delete website
- Delete any web hosting facilities and records
- Delete paper records

Data Breaches

In the event of a data breach, we shall ensure that our obligations under applicable data protection laws are complied with where necessary.

Changes in Our Practices

We reserve the right to modify this Privacy Policy / Statement at any time. If we decide to change our Privacy Policy / Statement, we will post those changes to this Privacy Policy / Statement and any other places we deem appropriate, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it.

If we make material changes to this Policy, we will notify you by email or by means of a notice on our home page, at least thirty (30) days prior to the implementation of the changes.

Service Announcements

In exceptional circumstances where it is necessary to send out a strictly service related announcement, i.e., a service is temporarily suspended for maintenance. Generally, users may not opt-out of these communications, though they can deactivate their account. These communications are not promotional in nature and 'on balance' we feel it is essential that all customers receive such notifications, however rare.

Users Responsibility

You are responsible for the security of your account number and passwords. Passwords should not be easily identifiable; they must be a minimum of 6 characters with at least one capital and one lower case letter along with one number or any combination of the above. It should not be any name, birthday or telephone number easily associated with you. Make sure you keep it in a safe place and do not share it with others. Always remember to log out after your session ends, to ensure that others cannot access your private personal information. You should always take this precaution even if you are not using a public computer, library, community hub or internet café, but even when using your private computer in your home.

Contacting Our Site

If you have any questions about our Privacy Policy, the practices of this company or your dealings with this Site, please contact us at: privacy.data@tabberner.com

Date policy reviewed: 18th May 2018