

Privacy Policy

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This website privacy policy describes how *Mulberry Hosting* protects and makes use of the information you give the company when you use this website.

If you are asked to provide information when using this website, it will only be used in the ways described in this privacy policy.

Intro

We gather and use certain information about individuals in order to provide products and services and to enable certain functions on this website. We also collect information to better understand how visitors use this website and to present timely, relevant information to them.

You can contact our Data Protection Officer directly by sending an email to data@mulberryhosting.com. All requests will be responded with within 24 hours.

If you have any questions regarding our privacy policy, then please raise your concerns by emailing us at the email address above.

Data we gather

We may collect the following information, this is however not limited to:

- Name and contact information such as address, email and phone number
- Demographic information, such as postcode, preferences and interests
- Website usage data
- Other information relevant to client enquiries
- Other information pertaining to special offers and surveys

We collect data when a user interacts with our website, products or services. For example, when a user registers an account, purchases or uses our services or completes a contact form.

How we use this data

Collecting this data helps us understand what you are looking for from the company, enabling us to deliver improved products and services.

Specifically, we may use data:

- For our own internal records
- To setup accounts, products and services
- To improve the products and services we provide
- To contact you in response to a specific enquiry
- To customise the website for you
- To send you promotional emails about products, services, offers and other things we think might be relevant to you

Processing personal data

Data that is consented such as newsletter signups or marketing emails can be opted-in or opted-out at any time by contacting us with your request. Sometimes you're able to opt out of marketing emails at the bottom of the email. Note, when you opt out you will still receive transactional emails regarding your account and information regarding your service.

Cookies and how we use them

What is a cookie?

A cookie is a small file placed on your computer's hard drive. It enables our website to identify your computer as you view different pages on our website.

Cookies allow websites and applications to store your preferences in order to present content, options or functions that are specific to you. They also enable us to see information like how many people use the website and what pages they tend to visit.

How we use cookies

We may use cookies to:

- **Analyse our web traffic using an analytics package.** Aggregated usage data helps us improve the website structure, design, content and functions.
- **Identify whether you are signed into our website.** A cookie allows us to check whether you are signed in to the site.
- **Store information about your preferences.** This website can then present you with information you find more relevant and interesting
- **To recognise when you return to our website.** We may show your relevant content, or provided functionality you used previously

Cookies do not provide us with access to your computer or any information about you, other than which you chose to share with us.

Controlling cookies

You can use your web browser's cookie settings to determine how our website uses cookies. If you do not want our website to store cookies on your computer or device, you should set your web browsers to refuse cookies.

However, please note that doing this may affect how our website functions. Some pages and services may become unavailable to you.

Unless you have changed your browser to refuse cookies, our website will issue cookies when you visit.

Sharing personal data

We will never lease, distribute or sell your personal information to third parties unless we have your permission or the law that requires us to.

All data kept on record is dealt with confidentially and is never shared outside of the organisation or outside of the European Economic Area.

Any personal information we hold about you is stored and processed under our data protection policy, in line with the General Data Protection Regulation (GDPR) and the Data Protection Act 1998.

Security

We will always hold your information securely. To prevent unauthorised disclosure or access to your information, we have implemented strong physical and electronic security safeguards.

Data is always backed up to offsite secure locations to ensure continuity of data security across stored data locations.

We also follow stringent procedures to ensure we work with all personal data in line with the Data Protection Act 1998 and the General Data Protection Regulation (GDPR).

Keeping data



We will only keep data for as long as required, no more. For example, when a client's account becomes inactive, inactive accounts are removed from our systems in 12 months since the account status changed to inactive.

Server data is terminated upon client request or service status change. At the end of server lifetime, the hard drives are sent away to be professionally terminated.

Your rights

You have many rights when it comes to the data we hold about you, listed below are some of your rights:

- You have the right to request a copy of all the information we store about you
 - You can request this facility by emailing data@mulberryhosting.com. We are required to validate your identity before processing the request
- You have the right to have data corrected and deleted
 - You can request amendments or deletion of your data with us by emailing data@mulberryhosting.com with the relevant account details
- You have the right to withdraw at any time from consented services such as newsletters and marketing emails
- You have the right to make a complaint regarding data practices to the Information Commissioner's Office

All requests aim to have a first response within 24 hours. Note, it may take further time to validate an individual's identity in order to process the request further.

Automated decision making and profiling

We will never profile or make automated decisions from the data we hold on you.

Links from our site

Our website many contain links to other websites. Please note that we have no control of websites outside the mulberryhosting.com domain. If you provide information to a website to which we link to, we are not responsible for its protection and privacy of the data you submitted.

Always be wary when submitting data to websites. Read the site's data protection and privacy policies fully.

Contact

Please feel free to contact us with regards to the storage of your data or to update the data we keep on you by emailing data@mulberryhosting.com. Although data we keep on you can be updated through your Client Area.

Updates

It is your responsibility to regularly check back for new Privacy Policy updates. We reserve the right to update and not notify clients of these changes.