

Privacy Policy

Your trust and confidence means everything to us, as does being completely transparent about what information we collect about you, how we use it and what steps we take to make sure it stays safe and secure.

Simply put, we're fully committed to ensuring that your privacy is protected and complying with applicable data protection and privacy laws.

Who we are

We are Jackson Designs based in Norfolk.

What information we collect about you

Information you provide to us:

Contact information and the contact information of people associated with your account: such as your name, address, email, phone number, company name and VAT number if applicable.

Client support information: such as when you get in touch by phone or email – only email is kept and recorded for the purposes of being able to look back at any potential previous problems.

Information collected automatically;

Device and connection information: such as details about your computer, phone, tablet, or other devices you use to connect to our web site or communicate with us. This includes basic information about your operating system, browser type, IP address, ISP hostname, URLs of referring/exit pages and device identifiers.

Cookies and other tracking technologies: we use cookies and other tracking technologies such as pixel tags and web beacons to help us make our web site, and the way you use it, better. They provide functionality, by making interacting with our web site faster and easier, they remember your preferences and recognise you across different devices, they help us tailor the content we provide to you and collect information about the pages you look at and how you use them.

How we use your information

To provide our services and manage your account: for example, to register a domain name, set up your web hosting, order an SSL certificate, process transactions and authenticate you when you log in.

To communicate with you and provide client support: for example, to respond to your comments, questions and requests, to send you confirmation of your orders and payments, to remind you of subscription expirations, to advise you of any disruption of service, updates, system and security alerts and administrative messages.

To send updates and offers you may be interested in: for example, we may send you information about things we think will interest you, such as service upgrades or products to enhance your website.

To pursue our legitimate business interests: for example, we use information about you to provide the products and services you use, to operate our business, for administrative purposes, to comply with contractual and legal obligations and to protect the security of our systems and our clients.

Who we may share your information with

We do NOT/will NOT share your information with anyone unless it is for compliance with enforcement requests and applicable laws: we may share your information if we believe it is reasonably necessary to comply with any applicable law, regulation, legal process or governmental request.

How we keep your information secure

We use a variety of security technologies and procedures to help protect your information from misuse, unauthorised access or disclosure, loss, alteration or destruction. When you provide your information through our web site it is transmitted using secure sockets layer (SSL) encryption. Accounts information is maintained using Sage Accounts for which you can read their Privacy Policy via <http://www.sage.com/company/privacy-notice-and-cookies>

How long we keep your information

We keep the information we collect about you for no longer than is absolutely necessary to comply with our financial and legal obligations, to resolve disputes, to enforce our agreements and to support our business operations.

Your rights

You have a number of rights in relation to the information that we hold about you:

- the right to ask for a copy of the information that we hold about you;
- the right to ask us to update any inaccurate information that we hold about you;
- the right (in certain circumstances) to request that we delete information that we hold about you; where we no longer have any legal reason to keep it;
- the right to opt out of any direct marketing communications that we may send you and to object to us using/holding your information if we have no legitimate reasons to do so;
- the right (in certain circumstances) to ask us to 'restrict processing of your information'; which means that we would need to secure and retain the information for your benefit but not otherwise use it;
- the right (in certain circumstances) to ask us to supply you with the information that we hold about you in an easy to understand, portable and secure format.

If you wish to exercise any of these rights, please contact us. We will reply to all requests within one month of receipt. To protect the confidentiality of your information, we will ask you to verify your identity before proceeding with any request you make under this policy.

If you're unhappy with how we've handled your information, you have the right to contact the Information Commissioner's Office.

Changes to this policy

We may update this policy from time to time, as and when we need to, and you'll always be able to find the most recent version on the page of the website you accessed this version from, so you're welcome to come back and check it out whenever you like.

How to contact us

If you have any questions, concerns or complaints about how your information is handled, please email us at: **admin@jacksonsdesigns.co.uk**