Unitron Systems and Development Ltd. - Privacy Policy (APR18)

Unitron Systems and Development Ltd, Userve Internet Limited and USD Group (hereinafter referred to as "Unitron Systems and Development Ltd" "us" "we" or "our") are committed to respecting your privacy and to complying with applicable data protection and privacy laws. You can visit our web sites without disclosing any personally identifiable information about yourself (although please note that we may use cookies and collect other non-personally identifiable information about your browsing activity - see below for more information). If you do submit personal information by ordering/enquiring about products or services, you can be assured that we will use your personal information only to support your continuing relationship with Unitron Systems and Development Ltd.

We have provided this Privacy Policy Statement to help you understand how we collect, use and protect your information when you visit our web sites and when you generally use our products and services. We wish to help you make informed decisions, so please take a few moments to read the sections below and learn how we may use your personal information.

You should read this notice in conjunction with the terms & conditions of use for Unitron Systems and Development Ltd.

Personal Information Collection

We endeavour to collect and use your personal information only with your knowledge and consent, typically when you order and subsequently use products and services, make customer enquiries, register for information or other services, request product information, submit a job application or when you respond to communications from us.

The type of personal information we may collect could include, for example, your name and postal address, date of birth, gender, telephone and fax numbers, email address, bank account and sort code. Credit/debit card information will only be kept until the transaction has been processed then it will be deleted. If you choose to provide us with personal information it will be used in support of the intended purposes stated at the time at which it was collected, and subject to any preferences indicated by you.

Customer Portal and GDPR

On the 25th May 2018 the new GDPR (General Data Protection Regulation) comes into force and you will have been sent an email prior to this date with a link to allow you to choose your preferred methods of communication from us. This also has the option "to be forgotten" this would only apply to customer who do not have an existing service agreement with us. Customers not responding to this email will continue to be contacted using the existing methods of contact.

Once completed your preferred methods of contact will be reflected in the customer portal which you can log into at any time to make future adjustments to your preferences.

The customer portal that can be accessed at https://my.userve.net and logging in with your customer account number and one-time password that must be changed on first access. Here you will find details of the products and services you have from us and the ability to raise fault tickets to alert our support team of any issues you may have. Also, there is the ability to choose your preferred methods of contact and for ceased customers the option "to be forgotten". Choosing this option will

erase all your customer data and the only data remaining would be the archive accounts data which is required to be kept by law for a period of seven years.

Non-personally Identifying Information

We may also collect non-personally identifying information about your visit to our web sites based on your browsing activities. This information may include the pages you browse and products and services viewed or ordered for example. This helps us to better manage and develop our sites, to provide you with a more enjoyable, customised service and experience in the future, and to help us develop and deliver better products and services tailored to your individual interests and needs.

How will we use your information?

We may use your information for a number of purposes which includes: processing your orders and managing and administering your account; delivering any services, products or information requested by you; responding to complaints or account enquiries; administering debt recoveries; verifying your identity when required (you may lose your password or security information for example, and we may then need to ask you for other 'identifiable' information to protect your data from unauthorised access).

We may also undertake market and product analysis based on your use of our services and products and contact you with information about new developments, products, services and special offers by post, telephone and automated means such as mobile text message (SMS), Email and the world wide web (subject to any preferences expressed by you).

Unitron Systems and Development Ltd will not pass your personal data to any third party unless we are required to disclose your personal information to meet any legal or regulatory requirements or obligations in accordance with applicable law.

Where customers have domain, names registered we are required to pass certain personal details on to the domain registrar to enable them to register the domain in your name and address.

Cookies

We may use cookies to record details such as a user identity and general registration details on your PC. This helps us recognise you on subsequent visits so that you don't have to re-enter your registration details each time you visit us and allows us to carry out those activities mentioned in the above section "non-personally identifying information".

Depending upon the type of browser you are using, you may be able to configure your browser so that: (i) you are prompted to accept or reject cookies on an individual basis or (ii) you may be able to prevent your browser from accepting any cookies at all. You should refer to the supplier or manufacturer of your web browser for specific details about cookie security.

Access to your Information.

You can write to us at any time to obtain details of the personal information we may hold about you. We will take all reasonable steps to confirm your identity before providing you with details of any personal information we may hold about you. There is a three-tier security procedure for those customers that do not know their security password. This may cause delays in your clearance and will incur three questions about your account and recent transactions to verify you are the account holder.

Information Security.

Unitron Systems and Development Ltd recognises that its customers are increasingly concerned about how companies protect personal information from misuse and abuse and about privacy in general. Unitron Systems and Development Ltd is constantly reviewing and enhancing its technical, physical and managerial procedures and rules to protect your personal data from unauthorised access, accidental loss and/or destruction. We use industry standard secure sockets layer (SSL) technology, for example, to encrypt sensitive information such as your credit card and other financial information.

Please be aware that communications over the Internet, such as emails and web browsing, are not secure unless they have been encrypted. Your communications may route through a number of countries before being delivered - this is the nature of the World Wide Web/Internet. Unitron Systems and Development Ltd cannot accept responsibility for any unauthorised access or loss of personal information that is beyond our control.

Your Data stored in our Data Centre

Any data that you may have stored within our secure datacentre which we have access to, access is restricted to our network operations team only. Your data will only be accessed with your consent or instruction to do so. A log of the access will be kept in your account record should you wish to examine it.

Legal

Unitron Systems and Development Ltd reserves the right to amend or modify this Privacy Policy Statement at any time and in response to changes in applicable data protection and privacy legislation.

Userve Internet and USD Group are trading names of: Unitron Systems and Development Ltd