

Privacy Notice

AS207960 Cyfyngedig Legal Department

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Table of Contents

1	Our contact details	2
2	The type of personal information we collect	2
3	How we get the personal information and why we have it	2
4	How we store your personal information	2
5	Your data protection rights	3
6	How to complain	3

1 Our contact details

Address:

13 Pen-y-lan Terrace
Caerdydd
CF23 9EU
Cymru

Phone number: +44 (0) 29 2010 2455**Email:** info@as207960.net

2 The type of personal information we collect

We currently collect and process the following information:

- Contact information of any customer. This information includes the contacts name, organisation name, email address, postal address, phone number and fax number.
- Details of payments made to us or by us. This may include the contact information of the card holder or account holder from whom a payment was received. It does not include the card number when paying by credit or debit card.
- Access credentials (typically usernames and passwords) created by or provided to customers and other users in order to access our services.
- Server logs. These generally detail the service being accessed, the date and time of the connection, the IP address used to connect to the service, and any username used to authenticate access to the service. Passwords are never logged.
- A log of major operations performed via our control panel(s).

3 How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- You contact us directly via one of our support channels
- You sign up to use our services.

We use the information that you have given us in order to provide the services you have requested from us. We may share this information with 3rd parties where required to provide the services you request (such as domain registrations). Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

1. Your consent. You are able to remove your consent at any time. You can do this by contacting us.
2. We have a contractual obligation.

4 How we store your personal information

Your information is securely stored at our registered business address.

We keep account contact information for the duration of the account being open plus 10 years.

We keep account financial records indefinitely.

We keep account access information for the duration of the account being open.

We keep server logs for 30 days or less normally, however they may be stored for up to 12 months.

Correspondence may, at the our discretion, be held indefinitely.

5 Your data protection rights

Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal information.
- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at **info@as207960.net** if you wish to make a request.

6 How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at the Physical or Email address stated in **section 1 - Our contact details**.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICOs address:

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>