

Privacy Notice

AS207960 Cyfyngedig

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Table of Contents

1	Our contact details	2
2	The type of personal information we collect	2
2.1	User-to-user services	2
3	How we get the personal information and why we have it	2
3.1	User-to-user services	2
4	How we store your personal information	3
4.1	User-to-user services	3
5	Who do we share your information with?	3
5.1	Registries	3
5.2	Flux	3
5.3	User-to-user services	3
5.4	3rd party applications	3
6	Your data protection rights	3
7	How to complain	4

1 Our contact details

Address:

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

Phone number: +44 33 33 408418**Email:** hello@glauca.digital

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 cardholder or account holder from whom 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).

2.1 User-to-user services

For those with an account on our user-to-user services (those hosted under <https://glauca.space>, and any subdomain of that), the following additional data is collected:

- Profile information such as display name biography, profile picture and header image.
- The list of people you follow and who follow you.
- The contents and attachments of any posts/messages.
- Reblogs, favourites, and other such interactions with posts/messages.

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.

3.1 User-to-user services

If you interact with any of our user-to-user services from a third-party server we will receive the details of your interaction from said server. This is necessary to provide complete functionality the user-to-user service.

4 How we store your personal information

Your information is stored on servers within the EEA and UK. Access to these servers is restricted to AS207960 only.

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 our discretion, be held indefinitely.

4.1 User-to-user services

Any data collected for the provision of user-to-user services is stored indefinitely, unless a specific request to delete said data is received from its original creator, or their appointed representative.

5 Who do we share your information with?

5.1 Registries

We will share any information you provide to us for domain contacts (but not your account information) with domain registries where required to by our contracts with. As this is essential to providing the service there is no way to opt-out.

5.2 Flux

For the provision of digital receipts in supported mobile banking apps, we will share limited information about any transactions on your account with Flux. This includes;

- The last 4 digits of your card number
- The card network brand
- The transaction authorization code
- A brief description of what was bought

If you do not want this information shared, you may pay us by other means than card payments and details of these will not be shared with Flux.

5.3 User-to-user services

Your public content may be downloaded by other entities on the internet, for the provision of their own user-to-user services, or otherwise. The contents and attachments of your posts/messages are delivered to the servers where your followers reside, and direct messages are delivered to the servers of the recipients, in so far as those followers or recipients reside on a user-to-user server not operated by us.

5.4 3rd party applications

When you authorize a 3rd party application to use your account, depending on the scope of permissions you approve, it may any information normally visible to you, including private information. Applications can never access password.

6 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 the 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 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 **hello@glauca.digital** if you wish to make a request.

7 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>