

Privacy and Data Protection Policy Cafe Twentyone Ltd t/as ec associates

This statement deals with

- ◆ Your personal information that we control and
- ◆ Other parties' personal information we process on your behalf.

In this statement “we” “our” means Cafe Twentyone Ltd t/as ec associates, “you” means our contracted business customer or uncommitted enquirer.

Personal information we collect from you and store:

- ◆ Data essential to enter and maintain our contract with you or to deal with your enquiry including:
Names of decision takers or nominated persons authorised by you to give instructions on your behalf.
For such persons : Business addresses, telephone numbers, email addresses and facsimile transmission (fax) numbers.

*Length of time stored:
Duration of the contract or enquiry or until deletion or amendment is instructed by you*

- ◆ Data, including paper records, that we are required by law to keep for a specified period.

*Length of time stored:
As required by HMRC, Court Orders, Police or other empowered authority.*

We use personal information collected from you:

- ◆ To provide and administer our website hosting, design, graphics and build services to you
- ◆ To provide estimates or quotations for possible contracts
- ◆ To purchase domain names, fonts (typefaces), library graphics and scripts on your behalf

We do not share your information:

Information will not be disclosed to any other company without your prior consent except to

- ◆ Register domain names on your behalf
- ◆ Set up or change hosting of your website
- ◆ Carry out internet, sales or marketing activities on your behalf with your prior knowledge and consent
- ◆ Satisfy a legal requirement to an official, judicial or law enforcement agency.

Your data is stored on:

- ◆ The secure servers of our web hosting suppliers within the European Economic Area and /or Encrypted devices within our premises
- ◆ Exceptionally with some non UK domain name suppliers on cloud or secure servers outside the European Economic Area

Your rights to manage data. You have the right to:

- ◆ Know what personal details we hold on you
- ◆ Correction of those details
- ◆ Erasure (often referred to as “the right to be forgotten”)
- ◆ Data portability

We will act on your request within 30 days.

When you make such requests we will ask for identification to ensure you are the person with the right to see and amend the information

Write to Data Controller, Edward Cowling, ec associates, 156 St James Avenue, Southend-on-Sea SS1 3LN

August 2020