

## **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 ec associates, 156 St James Avenue, Southend-on-Sea SS1 3LN*

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25 May 2018