

As an internet services provider we are already conscious of the need to keep client data confidential. GDPR requires more than this. We value your privacy and want you to be clear about the data we collect and store, how we use this and the rights you have to control that information.

We have updated our Privacy Policy to reflect the changes introduced by the new General Data Protection Regulations (GDPR) which comes into force from 25 May 2018. The changes in law will provide you with greater transparency and control over your personal data.

Our updated Privacy Policy came into effect on 1 May 2018 and it sets out how we will collect and use your personal information and what your individual data protection and privacy rights will be under the new regulation. To ensure our continued compliance with data protection and privacy laws, we may update the Privacy Policy from time to time. We will always let you know if we make any material changes to the way we process and store your personal data.

An overview of how we collect and use your information

This is an overview of:

- the types of information we collect about you
- how we collect and use it
- who we might share it with
- the steps we'll take to make sure it stays private and secure
- your rights to your information.

Who we are

When we say 'we', we mean SpanWeb who is the 'data controller' for the information in this overview. This means we're responsible for deciding how we can use your information.

The information we collect

We collect information about you from different places including:

- directly from you
- from a third party acting on your behalf e.g. an intermediary or advisor
- from publicly available sources
- when we generate it ourselves
- from other organisations.

We'll only collect your information in line with relevant regulations and law and this may relate to any of our services you apply for, currently have or have had in the past.

You're responsible for making sure you give us accurate and up to date information.

How we'll use your information

We'll use it to provide any services you've requested and other purposes e.g.:

- to confirm your identity and address
- to understand how you maintain your information
- to carry out your instructions
- to offer you other services we believe may benefit you unless you ask us not to.

We'll only use your information where we're allowed to by law e.g. carrying out an agreement we have with you, fulfilling a legal obligation, because we have a legitimate business interest or where you agree to it.

We may use automated systems to help us make some decisions as well as carrying out fraud and money laundering checks.

Who we can share your information with

We may share your information with other organisations we work with. We may also share your information with others including technology providers, hosting companies, domain registrars, agents as well as credit reference and fraud prevention agencies.

How long we'll keep your information

We'll keep your information for as long as you have a relationship with us. After it ends we'll keep it where we may need it for our legitimate purposes e.g. to help us respond to queries or complaints, or for other reasons e.g. fighting fraud and financial crime, and responding to requests from regulators.

Transferring your information overseas

Your information may be transferred and stored outside the UK but within European Economic Area, including some that may not have laws that provide the same level of protection for personal information. When we do this, we'll ensure it has an appropriate level of protection.

Your rights

You have a number of rights relating to your information e.g. to see what we hold, to ask us to share it with another party, ask us to update incorrect or incomplete details, to object to or restrict processing of it, to make a complaint etc.