

Use of private information policy (GDPR)

Last updated: May 2018

Summary:

We respect the EU's General Data Protection Regulations (GDPR) and this policy explains how we collect and treat any information you give us. You won't find any complicated legal terms or long passages of unreadable text. We've no desire to trick you into agreeing to something you might later regret.

Our policy covers

1. Why we value your privacy
2. How we collect information
3. What information we hold
4. Where we store your information
5. What we use your information for
6. Who's responsible for your information at our company
7. Who has access to information about you
8. The steps we take to keep your information private
9. How to complain
10. Changes to the policy

Why we value your privacy

We value your privacy as much as we do our own, so we're committed to keeping your personal and business information safe. We're uncomfortable with the information companies, governments, and other organisations keep on file, so we ask for only the bare minimum from our customers. We'll never use your personal information for any reason other than that you provided it for, and we'll never give anyone access to it unless we're forced to by law.

How we collect information

We ask for contact information including your name, email address, and phone number, on our website so that we can reply to your enquiry.

Our website doesn't use cookies or scripts that were designed to track the websites you visit. We don't use analytics or native social media 'like' or 'sharing' buttons which also build profiles of your internet activity.

We ask for your account and contact information when you buy our services.

Occasionally, we might receive your contact information from one of our partners. If we do, we protect it in exactly the same way as if you give it to us directly.

What information we hold

- When you contact us by email or through our website, we collect your name, email address, phone number, a social media username, and the company you work for, if you've given us that.
- If you do business with us, we collect your name, email address, phone number, business name, address and bank details and keep records of the invoices we send you and the payments you make.

Where we store your information

When you contact us by email or through our website, we store your information in Microsoft Office and in Xero, our Customer Relationship Management (CRM) and accounting software. If we do business, we store your information in the same Xero software. We chose these systems partly for their commitment to security.

What we use your information for

We occasionally use your contact information to send you details of our events and services. When we do, you have the option to unsubscribe from these communications and we won't send them to you again. We might also email or phone you about our events, products and services, but if you tell us not to, we won't get in touch again. We will use your information to send you invoices, statements, or reminders.

Who's responsible for your information at our company

Gareth Owen, our Data Protection Controller, is responsible for the security of your information. You can contact them by email at gareth@yellowsubgeo.com or by phone on 07572 070 798 if you have any concerns about the information we store.

Who has access to information about you

When we store information in our own systems, only the people who need it have access. Our management team have access to everything you've provided, but individual employees have access to only what they need to do their job.

The steps we take to keep your information private

Where we store your information in third-party services, we restrict access only to people who need it. We use a different, randomly generated password for each service, and never use the same password twice.

The computers we use are all protected by a passcode and fingerprint access. These computers ask for authentication whenever they're started or after 5 minutes of inactivity. Our mobile devices are also protected by a fingerprint or facial recognition.

How to complain

We take complaints very seriously. If you've any reason to complain about the ways we handle your privacy, please contact Gareth Owen by email at gareth@yellowsubgeo.com or by phone on 07572 070 798. If you're the letter writing type, send your envelope to 7 Neptune Court, Vanguard Way, Cardiff, CF24 5PJ.

Changes to the policy

If we change the contents of this policy, those changes will become effective the moment we publish them on our website.