

Privacy and Cookie Policy

Clicksetgo are committed to protecting and respecting your privacy and any information you provide us, which we will hold securely and safely.

This policy, together with our Legal Disclaimer and any other documents referred to in it, sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it

Clicksetgo operates this website (the "Site") clicksetgo.co.uk .

By visiting this website, you are accepting and consenting to the practices described in this policy.

For the purpose of the Data Protection Act 1998 (the Act) and subsequent UK legislation and regulations, including the EU General Data Protection Regulation (GDPR), the Data Controller is Clicksetgo.

If you have any questions about this policy or how your data is handled, please contact the Clicksetgo Data Protection Officer and: -

Email to: info@clicksetgo.co.uk

Phone to: +44 (0) 7446 279 541

Introduction

1. This is a notice to inform you of our policy about all information that we record about you. It sets out the conditions under which we may process any information that we collect from you, or that you provide to us. It covers information that could identify you ("personal information") and information that could not. In the context of the law and this notice, "process" means collect, store, transfer, use or otherwise act on information.
2. We regret that if there are one or more points below with which you are not happy, your only recourse is to leave our Site immediately.
3. We take seriously the protection of your privacy and confidentiality. We understand that all visitors to our website are entitled to know that their personal data will not be used for any purpose unintended by them, and will not accidentally fall into the hands of a third party.
4. We undertake to preserve the confidentiality of all information you provide to us, and hope that you reciprocate.

5. Our policy complies with UK law accordingly implemented, including that required by the EU General Data Protection Regulation (GDPR).
6. The law requires us to tell you about your rights and our obligations to you in regards to the processing and control of your personal data. We do this now, by requesting that you read the information provided at www.knowyourprivacyrights.org
7. Except as set out below, we do not share, or sell, or disclose to a third party, any information collected through our Site.

Statement

Clicksetgo and the Site will fully comply with and has a legal duty to protect the personally identifiable information that you provide and how it is used as set out in the GDPR.

In summary:

- Only collect personal information that we need
- Only use personal information for the purpose for which we collect it
- Your personal information is only seen on a needs must basis, such as employees to fulfil their work
- Your personal information is only kept as long as needs must require
- Your personal information will be kept up to date and corrected as soon as possible after we become aware
- Data will only be disclosed with your consent, or by legal obligation, or as expressly permitted under GDPR
- Your personal information will be provided to you on request – please see the section below on Your Rights

How we collect information from you

Information you give us

We may collect information about you whenever you interact with us. Such as when you inquire about our activities, sign-up to receive, post content to our social media sites, attend a meeting with us and provide your personal information, take part in one of our events and correspond with us via our Site, email, phone, SMS, social media or post.

Information we collect about you

We may also collect technical information automatically about you whenever you visit our Site. Like many site operators, we collect information that your browser sends whenever you visit our Site (“Log Data”).

We will only ever collect the information and data that we need to fulfil your request and that what will be useful to help deliver and improve our services. You don't have to disclose any of this information to browse our sites.

What information we collect

Information you give us

The personal information we collect and process might include but is not limited to your name, email address, date of birth, postal address and telephone number.

We may also collect sensitive categories of personal data, if this is required for the purpose of you having contacted us and/or us fulfilling our obligations. We collect sensitive categories of personal data only if we are permitted to do so by data protection law. Article 9 of the GDPR defines sensitive data as information about an individual's race, ethnic origin, politics, religion, trade union membership, genetics, biometrics (where used for ID purposes), health, sex life, or sexual orientation.

Information we collect about

When you visit our Site we collect Log Data. This Log Data may include information such as your computer's Internet Protocol (“IP”) address, browser type, browser version, the pages of our Site that you visit, the time and date of your visit, the time spent on those pages and other statistics.

Wherever possible we use aggregated or anonymous information which does not identify individual visitors to our Site. This Log Data is collected using small data files called “cookies” - please see the section below on Cookies.

Social Media platforms

We operate social media platforms. These platforms are, in most cases, operated outside of the EU and do not comply with current Data Privacy Act and subsequent GDPR provision although they may well conform to the U.S Privacy Shield protocol.

It is our process and protocol that any personally identifiable data gathered on these platforms is only in response to users interacting out of their own volition with our pages. The contact is deemed as a legitimate enquiry. The personal contact data is removed from the site once the enquiry is processed or the user has requested so.

Why we collect this information

We collect this information for the purpose of promoting the services and products of Clicksetgo and communicating effectively and appropriately with our clients and prospective customers. The lawful basis for which we process your information is:

- Your consent
- Processing is necessary for the performance of a contract to which you are a party. If you fail to provide this information we may be unable to perform the contract
- Processing is necessary for compliance with our legal obligations
- Processing is necessary to protect your interests or that of another person
- Processing is necessary for the performance of a task carried out in the public interest
- Processing is necessary for the purpose of the legitimate interest pursued by us or a third-party, except where your rights as a data subject override our legitimate interest. The legitimate interest we rely upon is subject to an assessment based on the specific context and circumstances

How we use this information

All information about you that we collect or receive, whether of a personal or technical nature, may be used by us in the following ways:

- Promote Clicksetgo, its Site, services and products
- To communicate with you, our clients and prospective customers, dealing with your enquiries and requests and recording any contact with you
- To provide you with information and services that you have indicated an interest in
- To make improvements to our website and to ensure we provide the best service for users
- To offer relevant information to the Site users
- To improve the Site to ensure that content is presented in the most effective manner for you and for your computer;
- To keep the Site safe and secure
- For administrative purposes

Sharing and disclosing your personal data

Your data will not be shared or disclosed outside of the Clicksetgo, except where required to do so, if we are under a duty to disclose or share your personal data in order to comply with any legal obligation.

Your data may be shared or disclosed outside of the Clicksetgo, when we use third-party support services, such as, but not limited to, project management tools, accounting systems, mailing, emailing and hosting data centre and only once satisfied that any such use of data will accord with this policy.

Explicit, informed consent will be sought from individuals whenever and wherever required in accordance with data protection law.

Security and Retention of your personal data

Security

We recognise the concerns that many people have about giving personal information online. We are committed to ensuring that your information is secure. In order to prevent unauthorized access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the data we process and store. We will take reasonable steps to protect your information in accordance with this policy, including (without limitation):

- Installing a secure firewall;
- Using anti-virus protection software;
- Encrypting data; and
- Carrying out regular back-ups.

All data sent via website forms is passed through a third party relay service.

Unfortunately, the transmission of information via the internet is not 100% secure. As a result, whilst we cannot absolutely guarantee that loss, misuse or alteration of data will not occur while it is under our control, we use our best efforts to prevent this and protect your personal information. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Retention

We can only keep your personal data for as long as necessary for the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

The precise length of time we hold your personal data for varies depending on the individual circumstances, but in determining the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data,

the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

We regularly review our retention periods to ensure that we are not keeping your data for longer than necessary. Details of retention periods for different aspects of your personal data are available by contacting the Clicksetgo Data Protection Officer at the address below.

Transfer of Information Outside of the EEA

Given that the Internet is a global environment, using it to collect and process personal data necessarily involves the transmission of data on an international basis. This means for instance that data you pass to us may be processed outside the European Economic Area (EEA), although the data will always be held securely and we will take steps to ensure that any third-party organisation we engage to process data on our behalf provides an adequate level of protection in accordance with GDPR. By submitting your personal information, you agree to this transfer, storing or processing at a location outside the EEA.

Under 13s

Clicksetgo is concerned to protect the privacy of children aged under 13. There is no information on this site that is of use for a child. Regardless, we will not knowingly request or collect from a child any information online. Further, we will not knowingly use information that a child provides to us for any purpose.

Your Rights

You have the following rights under law in respect of your personal information:

- The right to be informed about the collection and use of your personal information
- The right of access to your information to verify the legality of our use of it
- The right to rectify and request that inaccurate or incomplete information about you is corrected or removed
- The right to request the removal of your information where there is no further reason for us to use it (such as you have withdrawn your consent;
- The right to restrict the use of your information
- The right to obtain and reuse the information that we have about you for your own purposes
- The right to object to certain uses (such as for marketing purposes)
- The right to change your objection/s

- The right not to be subject to a decision that has a legal effect on you that has been based on an automated decision

Should you wish to exercise any of these rights, you may do so at any time by contacting the Clicksetgo Data Protection Officer at the address given below.

In some cases, we are permitted to and may charge a fee of no more than £10 in respect of our administrative costs. We will act in accordance with your instructions as soon as reasonably possible.

If you would like to request the information we hold about you under a Subject Access Request (SAR), you should contact our Clicksetgo Data Protection Officer at the address given below.

If you feel that your rights have been breached in any way, you should contact our Clicksetgo Data Protection Officer at the address given below.

or lodge an official complaint with the
Information Commissioner's Office
Write to: Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF
Website to to: www.ico.org.uk
Phone to: +44 (0) 01625 545 745

Clicksetgo Data Protection Officer
Email to: info@clicksetgo.co.uk
Phone to: +44 (0) 7446 279 541

The Site may, from time to time, contain links to and from other non- Clicksetgo websites. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Changes to our Privacy and Cookie policy

Any changes we make to our privacy and cookie policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy. By continuing to use our Site you will be deemed to have accepted such changes.

Cookies

As already stated, Clicksetgo operates this website (the “Site”) clicksetgo.co.uk .

Our Site uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our Site and also allows us to improve our Site.

Information about cookies

A cookie is a small text file which is transferred on to your computer, smartphone or tablet via your web browser to help our Site provide a better user experience.

Cookies may be “temporary” or “session” cookies, used while you visit our Site. They are deleted when you close your browser, or “permanent” cookies, which stay on your device’s permanent storage until you delete them manually or your browser deletes them after a certain period. Please see your web browser ‘Help/Options/Preferences’ menu for more information on how to change settings.

How we use Cookies

We currently use a small number of cookies on our Site for a variety of purposes including to track your visit and understand how to serve you better in the future. When you first visit our site, you are given the option to opt-out of cookies but please be aware that this may negatively impact on your ability to view and use content on our website.

By continuing to browse our Site, you are agreeing to our use of cookies as set out by this policy.

Overall, cookies help us provide you with a better experience, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

Third-party cookies

Additional cookies may sometimes be set by third-party services used through our Site. These include but are not necessarily limited to Google, Twitter, YouTube, Instagram and Facebook.

None of the cookies above contain any personal data or information that could be used to identify you personally. Their purpose is solely to improve the functionality and quality of service of our Site for all users.

Disable Cookies

You may prefer to disable cookies on our Site. The most effective way to do this is to disable cookies in your browser. We suggest consulting the 'Help/Options/Preferences' menu of your browser to change settings, but be aware that certain functionality may not be available to you and may have a negative impact upon the usability of our Site.

For more information about cookies and how you can control or disable them, please visit [Cookies & You](#)

Contact

Questions, comments and requests regarding this privacy and cookie policy are welcomed and should be addressed to:

Clicksetgo Data Protection Officer
Email to: info@clicksetgo.co.uk
Phone to: +44 (0) 7446 279 541