

Privacy Policy

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2. GDPR

Since online activity and storage of personal data are increasing day by day, there is a growing demand to protect the sensitive data of individuals from harm. The Council of the European Union was long waiting to tighten up data protection followed by serial data breaches by anonymous entities and big data managing companies. The General Data Protection Regulation (GDPR) is an answer from the Council to these growing demands and, aims to strengthen and unifies data protection for all individuals residing in the European Union (EU).

The new GDPR norms make any company that processes the data of individuals belonging to the European Union falls under the category of data processors. Since

Web hosting companies also have direct access to personal data, they are also liable to follow the strict regulations of GDPR.

The new norms of GDPR were long adapted on 27 April 2016 and will become enforceable from 25 May 2018. It will be sanctioned by the Council of the European Union and will supersede the 1995 Data Protection Directive (DPD) (Directive 95/46/EC). The council has given a two-year transition period for the enterprises to evolve from the current data protection system to a more transparent GDPR.

3. Main Policy

3.1. Your information:

- When you sign up for any of our services, we will ask you to provide contact information for your convenience as well as legal reasons. This will include name, home address, e-mail addresses and payment details (credit or debit card and PayPal).
- If you need support our staff may need to know information to solve the problem such as operating system, browser software and editing software.
- When you visit the company website, we do record certain information using Google Analytics such as your location, browser version, IP address, screen resolution, operating system, and flash support. This is so we can continue to provide the most convenient web site for all our visitors.

3.2. How your information is used:

- For payment purposes and to provide convenient and targeted support.
- To contact you and announce special offers, general announcements, and news. Please note you can opt out of receiving these emails at anytime by following the instructions at the bottom of the e-mail.

- To improve our service and the marketing of our service. This could include using your demographic location to improve targeting of our website and customise your visit.

We will **NEVER** provide your personally identifiable information to any persons other than A law enforcement or regulatory agency at their request, third parties who provide services on our behalf such as payment processing, only if they agree not to miss use this information.

We do not under any circumstances apart from the above give away or sell your information to any third parties.

Your personal information is **safe with us**, your information is safely encrypted using SSI. Our service is not available to anyone under the age of 13, never will we intentionally maintain information about anyone under the age of 13.

3.3. Cookies:

- A cookie is a small text file that is stored on a user's computer for record-keeping purposes.
- We do not link the information we store in cookies to any personally identifiable information you submit while on our site.
- We use both session ID cookies and persistent cookies. We use session cookies to make it easier for you to navigate our site.
- A session ID cookie expires when you close your browser. A persistent cookie remains on your hard drive for an extended period of time much like the cookie used for our affiliate program.
- You can remove persistent cookies by following directions provided in your Internet browsers 'help' file.
- We set a persistent cookie to store your passwords, so you do not have to enter it more than once.
- If you reject cookies, you may still use our site, but you will be asked to enter your username and password again every time you closed your browser or your session has timed out.

3.4. Log Files:

- We gather certain information automatically and store it in log files. This information includes Internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, operating system, date/time stamp, and clickstream data.
- We use this information, which does not identify individual users, to analyse trends, to administer the site, to track user's movements around the site and to gather demographic information about our user base as a whole.
- We do not link this automatically collected data to personally identifiable information.
- IP addresses are tied to personally identifiable information to prevent and block abusers to keep using our services such as members who violates our terms of service.
- We use a third-party tracking service that uses cookies and log files to track non-personally identifiable information to determine how our users navigate through our website and to know how many users are using our services demographically.
- We use the information you provide about yourself or others to complete the transaction for which it is intended. This may include administering a service such as registration, email, forum, etc., or contacting you if you have indicated your permission to do so by agreeing to accept further notification and service announcement from us on your member profile page.
- You can choose to opt-out from receiving any further notification from your member profile page. We do not share this information with outside parties.

3.5. Communications from the site:

- When we receive email, we use return email addresses to reply with the information requested. Such addresses are not used for any other purpose and are not shared with outside parties.
- When supplying contact information to KJW Technical Solutions Ltd you can indicate your preference if you would like to be contacted to receive information and updates about our services by logging in to

your KJW Technical Solutions Ltd account, going to your member profile page and choose not to receive any further notification emails from us or other information pertaining to KJW Technical Solutions Ltd. Information you submit to us will not be used for this purpose unless you indicate this as your preference.

3.6. Information Sharing and Disclosure:

- We collect information from our website visitors using [Google Analytics](#)
- We use this information to better design our Web site and services. This information is never shared with any third party. We do not link aggregate user data with personally identifiable information.

3.7. Personally Identifiable Information:

- KJW Technical Solutions Ltd does not share, sell, rent, or trade personally identifiable information with third parties.
- We never use or share the personally identifiable information provided to us online in ways unrelated to the ones described within this privacy policy without also providing you an opportunity to opt-out or otherwise prohibit such unrelated uses.

3.8. Accessing your information:

- You can access all your personally identifiable information that we collect by logging into your password-protected KJW Technical Solutions Ltd account and selecting to update your 'My Details' We use this procedure to better safeguard your information.
- You can also correct factual errors in your personally identifiable information by sending us a request that credibly shows error.
- To protect your privacy and security, we will also take reasonable steps to verify your identity before granting access or making corrections.

3.9. Specific Terms and Conditions:

- KJW Technical Solutions Ltd considers email transmitted via our service to be the private correspondence between the sender and recipient.
- We will not monitor, edit or disclose the contents of a user`s private communications, except as required by law, to comply with legal process, if necessary to enforce the Service Agreement, to respond to claims that such contents violate the rights of third-parties, or to protect the rights or property of KJW Technical Solutions Ltd.
- By using the service, you agree that technical processing of email communications is and may be required to send and receive messages, to conform to the technical requirements of connecting networks, to conform to the limitations of the Service, or to conform to other, similar technical requirements.
- By using the service you acknowledge and agree that KJW Technical Solutions Ltd do not endorse the content of any user communications and are not responsible or liable for any unlawful, harassing, libellous, privacy invading, abusive, threatening, harmful, vulgar, obscene, tortuous, or otherwise objectionable content, or content that infringes or may infringe the intellectual property or other rights of another.

4. Legal Disclaimer

We reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or to comply with a judicial proceeding, court order, or legal process served on our Web site.

5. Security

The security of your personal information is important to us. We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it. No method of transmission over the Internet, or method of electronic storage, is 100% secure, however we have taken every step possible to make your information safe. Our site is protected by Secure Sockets Layer (SSL) to protect your information. Therefore, while we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

6. Links to other Sites

This Web site contains links to other sites that are not owned or controlled KJW Technical Solutions Ltd. Please be aware that we, KJW Technical Solutions Ltd are not responsible for the privacy practices of such other sites. We encourage you to be aware when you leave our site and to read the privacy statements of each and every site that collects personally identifiable information. This privacy statement applies only to information collected by our site.

7. Changes to this Privacy Statement

If we decide to change our privacy policy, we will post those changes to this privacy statement, the home page, and other places we deem appropriate so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. We reserve the right to modify this privacy statement at any time, so please review it frequently. If we make material changes to this policy, we will notify you here, by email, or by means of a notice on our home page. For more information please do not hesitate to send your questions via email to kevin@kjwtechsolutions.co.uk