

Data and Privacy Protection Policy

Horncastle Computer Services understand the importance of privacy and protection of any information you disclose to use.

Any data we store is stored on a secure system (pass-worded, firewalled and virus protected). Other data may be stored with the Google services Gmail and Google Analytics. Due to the nature of the internet we cannot guarantee the security of information sent over the internet.

We will comply with national and international security laws, releasing information only to authorities after they have identified themselves satisfactorily.

HCS will never store any payment details such as bank or debit/credit card numbers.

This document contains information on where, what and why we collect certain data, and practises relating to your privacy protection.

If you would like any further information; to request the destruction of your data; or to let us know of any problems or issues, please email HorncastleCS@gmail.com.

Data source: Google Analytics

Data collected:

- Demographic:
Language, country/territory, city.
- Technical:
Browser, OS, screen resolution, network provider.
- Behaviour:
Page(s) view(ed), time, return visits, landing/exit pages.

Purpose:

Data gathered here is used solely for the purpose of assessing how www.projectc.at is being used by visitors. This in turn will lead HCS to develop and better website for it's visitors. The data is collected through Google Analytics and is used solely for statistical purposes.

Privacy and protection:

The data collected doesn't include any identifiable information and is readily available to any website you visit in the internet. HCS does not collect the data – Google does. Google also stores the data and presents reports to us.

In order for this to work, Google Analytics uses cookies.

Data source: Website email enquiry form.

Data collected:

- Name.
- Email address.
- Telephone number.
- Enquiry information.

Purpose:

The data collected from this source will be used for the purpose of initial and further communication between a customer and Horncastle Computer Services (and vice-versa).

The data may also be used to offer services to the customer sometime in the future. This will either be in the form of follow up service to check the service we provided was good; or to offer an existing customer a product or service they have already expressed an interest in. We will only call you about in regard to prior business – all other communication will be via email only.

HCS may also use the data for statistical/evaluation purposes internally.

Privacy and protection:

The data is held in a separate file from other data and will be protected by our usual practices. The data will remain private and will be not disclosed to any other party at any time.

Data source: General information.

Data collected:

- Contact:
Email, address, telephone numbers, communication records.
- Business:
Services provided, invoice records.

Purpose:

We will keep this information solely for our own personal records and compliance with UK law.

Privacy and protection:

We will not store any kind of payment information.

Data source: Website mailing list form.

Data collected:

- Email address.

Purpose:

The data collected from this source will be used solely for the purpose of updating the user with latest information and offers from Horncastle Computer Services.

Privacy and protection:

The data shall be held in a separate file from other data and will be protected by our usual practices. The data will remain private and will be not disclosed to any other party.