

iPages Privacy Policy

iPages provide software platforms that facilitate selling online. Helping you to generate sales is important to us, as is helping you to comply with the General Data Protection Regulation (GDPR).

This privacy policy explains what to expect when iPages uses and protects any information that you give iPages when you use our website(s) and software platform.

At iPages, we understand that we have a responsibility to protect and respect your privacy and look after your personal data. With respect to what information is collected by those who use our software this has always been the responsibility of our customers. This will continue to be the case and we encourage all our clients to provide an up-to-date Privacy Policy that is clearly visible. We would strongly recommend that all our customers obtain their own legal advice with respect to GDPR compliance.

For the purpose of The General Data Protection Regulation (GDPR) 2016, the data controller is iPages Ltd of RIFT House, Ashford, Kent, TN25 4AZ.

We must advise that this policy is subject to change, so please check our website on a regular basis for any further changes. This policy is effective from 25 May 2018.

1. WHAT PERSONAL DATA DO WE COLLECT FROM YOU?

- 1.1. When you use our website, or software platform(s), we receive information about you. We may also collect information about you through live-chat, or email.
- 1.2. We may collect the following information that you provide by filling in forms on this website including contact forms, subscribing to a newsletter, or creating a customer account:
 - 1.2.1. name and job title.
 - 1.2.2. contact information including email address and telephone number.
 - 1.2.3. address and details of your organisation
 - 1.2.4. where available, your IP address
 - 1.2.5. other information relevant to customer surveys and/or offers .
 - 1.2.6. We may also collect details of your visit to the website including location data, and traffic data.
- 1.3. If you provide us with personal data about a third party (for example when our software is used by your customers to place orders online), you warrant that you have obtained the express consent from the third party for the disclosure and use of their personal data.
- 1.4. Please note that the iPages' software merely processes data on your behalf and you are responsible for any applicable legal requirements in respect of your content.

2. WHAT WE DO WITH THE INFORMATION WE GATHER

- 2.1. We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:
 - 2.1.1. To be able to respond to your requests and support.
 - 2.1.2. To improve our products and services.
 - 2.1.3. To comply with our contractual obligations we have with you.
 - 2.1.4. To fulfil our statutory obligations.
- 2.2. The information that is collected by iPages software platform includes the following:
 - 2.2.1. Personal information including name and address of purchaser, their email address and telephone number.
 - 2.2.2. Personal information relating to the name and address of the recipient if different from the purchaser.
 - 2.2.3. Payment details appropriate with our PCI Compliance Certificate.
- 2.3. We keep no record of card details on our secure servers. This information is only shared to our third party service providers who provide services such as payment processing, order fulfilment, information technology, customer service, email delivery, auditing and other services.
- 2.4. We may also use and disclose Personal Information to comply with the law, to enforce our terms and conditions, and to protect our rights, privacy, safety, and property.
- 2.5. We do not share your information with any third parties. We only keep this information for as long as the information is required in accordance with applicable laws and accountancy purposes.

3. SECURITY

- 3.1. We are committed to ensuring that we only process personal data if we have valid reasons to do so, and that your information is secure. The reason for processing your personal data includes, but is not limited to, your consent, performance of a contract, to enable billing and remittance, and to contact you for customer service purposes.
- 3.2. In order to prevent unauthorised access, unauthorised or unlawful processing, or disclosure, and to protect against accidental loss, destruction or damage we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.
- 3.3. The data that we collect is stored within the European Economic Area (EEA) and kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed.
- 3.4. In the event of a security breach that results in an intrusion of our system that materially affects you, or those receiving emails from your site, then we will notify you as soon as possible and let you know what action we took in response to the breach once we have fully investigated it.

4. HOW WE USE COOKIES

- 4.1. A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.
- 4.2. We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.
- 4.3. Overall, cookies help us provide you with a better website 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.
- 4.4. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website. To opt out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>.

5. LIST AND EMAIL INFORMATION

- 5.1. When you use iPages software to email people who have opted in to receive emails, we have access to the information on your list.
- 5.2. We may receive information on how you use our email service and store it in log files associated with your account.
- 5.3. We use web beacons (single pixel gifs) on our emails to track behaviour such as who has opened the emails, and who clicked the links, and what was clicked on. This allows us to measure how well our email campaigns have performed and to improve the service that we provide. We also include web beacons in the emails that are sent from our software so that you can see how your email campaign performed and what actions your opted in recipients took.

6. LINKS TO OTHER WEBSITES

- 6.1. Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

7. CONTROLLING YOUR PERSONAL INFORMATION

- 7.1. You may choose to withdraw, restrict the collection or use of your personal information. If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to, or contacting us.
- 7.2. We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.
- 7.3. We keep a record of when and how we got your consent along with what you were told at the time.
- 7.4. You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to iPages Ltd of RIFT House, Ashford, Kent, TN25 4AZ.
- 7.5. If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible at the above address. We will promptly correct any information found to be incorrect.