



Preamble

This document may be augmented or replaced by relevant sections of other parts of our Agreement, and should be read in conjunction with the [Data Protection Agreement](#) and other supporting documents, so please check regularly for updates. Please note, by contracting or using any of our services you agree to be bound by all Netnorth terms and conditions collectively, which can be viewed in our [Terms of Service](#).

If you have any concerns or queries, please contact us as per our [Support Policy](#).

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1. General

Your right to privacy is very important. Netnorth (referred to below as "we" or "us") recognise that when you choose to give us information about yourself, you also trust us to act in a responsible manner with that information. We believe any such information should only be used by us to help with the provision and improvement of your contracted Products and Services.

By using or contracting our Services, you give your consent that all personal data you submit may be processed in the manner and for the purposes described below.

For the purposes of the Data Protection Act 1998 ("the Act"), or any superseding UK legislation pursuant to GDPR, the data controller is **Netnorth Limited** having registered offices at:

7 Queensbrook, Bolton, BL1 4AY; Registered in England and Wales Company No: 4140486

2. Personal information we collect

We may collect and process the following data about You:

Details of transactions You carry out through our website or the fulfilment of your order;

When contracting a Service with Netnorth we will collect your contact information including name, address, email and phone, as well as any Service specific detail;

If you contact us, we may keep a record of that correspondence;

Other information to help us provide you with improved services;

We may also collect information from your colleagues or representatives acting on your behalf.

3. How we use your information

We use information about you in the following ways:

To help us identify you and any accounts, product or service you hold with us;

To enable us to review, develop and improve our website and services;

To provide customer care;

To carry out statistical analysis;

To notify you about changes to our website and services;

To provide you with information that you request from us or which we feel may interest you, where you have consented.

4. Information we receive from other sources

Netnorth work alongside third parties (including business parties, service providers and security authorities) and we may receive information from them about you. These third parties may collect information about you including, but not limited to, your IP address, device-specific information, server logs, device event information, location information, or unique application numbers.

5. With whom the information shared

We may disclose your personal information to third parties:

Any representative who has purchased services on your behalf;

Any employees, agents or service providers of Netnorth to deal with any accounts or to deliver specific services to you;

Any associated company who are our business partners and/or with whom we work;

In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets, subject to their entering into appropriate confidentiality undertakings;

If Netnorth or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets;

If we are under a duty to disclose or share your personal data in order to comply with any legal obligation; or to protect the rights, property, or safety of Netnorth, our customers, or others. This includes but is not limited to exchanging information with other companies and organisations for the purposes of fraud protection, credit risk reduction and dispute policies.

6. Use of cookies

Our cookie policy is applicable to all websites, messaging (online chats/emails) and services that we provide or are provided on Our behalf.

We use cookies and similar services to track visitors' use on Our website, analyse trends and obtain user information.

You may refuse to accept cookies by activating the setting on your browser which allows You to refuse the setting of cookies. However, if You select this setting You may be unable to access certain parts of Our site. Unless you have configured Your browser accordingly, Our system may issue cookies when you log on to Our website.

We use cookies to collect specific types of information including:

- the Internet domain and IP address from which you access the web site;
- the type of browser and operating system that you use;
- the date and time of your visit;
- the pages you visit;
- the address of the web site from which you linked to us (if applicable).

This is solely statistical data that enables Us to analyse customer trends and does not reveal personally identifiable information.

We work closely with third parties who may also supply Us with analytical services. These third parties may provide Us with analytical cookies for Us to review.

7. Where we store your Personal Data

All information you provide to us is stored on our secured servers within the UK. Any payment transactions will be encrypted.

Where we have supplied you (or where you have chosen) a password which enables you to access certain parts of our website or Service, you are responsible for keeping the password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of transmitted data; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security measures to try to mitigate unauthorised access.

8. Links

Netnorth may provide links to third party sites. Since we do not control those websites, we encourage you to review the privacy policies of these third party sites should you choose to navigate them. Any information You supply on such sites will not be within our control.

9. How you update the personal information you have provided to us

You must keep Netnorth informed of any changes to your supplied information, including but not limited to, name, address, phone, email address, ensuring it is kept up to date at all times. Netnorth can be contacted as described in our [Support Policy](#).

The personal information we collect and maintain will be subject to the version of the Privacy Policy in effect at the time of collection. We reserve the right to change this Privacy Policy from time to time and will provide notice of such changes in the Privacy Policy. You should make sure you periodically review the Privacy Policy to make sure it meets your needs.

10. Your rights

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by contacting Netnorth as described in our [Support Policy](#).

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee to meet our costs in providing you with details of the information we hold about you.

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