

# **Dellam Corporate Information Limited**

## **Privacy Policy**

The term 'Dellam Corporate Information Limited', 'us' , 'our', 'ours' or 'we' refers to the owner of the website whose registered office is 2 Heath Drive, Sutton, Surrey, SM2 5RP. Our company registration number is 3897377, registered in England and Wales. The term 'you' refers to the user or viewer of our website.

### **General**

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- Your consent. You are able to remove your consent at any time by contacting us.
- We have a contractual obligation.
- We have a legal obligation
- We have a legitimate interest.

### **Why we need your information**

We collect your personal information to:

- provide you with an account so that you can use it to access our services
- prove your identity
- store your preferences

### **We also use your information to**

- keep your account secure (using your email address, phone number, and system logs)
- contact you about any planned interruptions, problems or changes that may affect your account (using your email address)
- contact you to ask for feedback on your account, if you have given us permission to (using your email address)
- respond to any feedback you send us, if you've asked us to

### **Information we automatically collect about you.**

We will use this information:

- to administer our site including troubleshooting and statistical purposes;
- to improve our site to ensure that content is presented in the most effective manner for you and for your computer;
- security and debugging as part of our efforts to keep our site safe and secure.

This information is collected anonymously and is not linked to information that identifies you as an individual.

## **Types of information we may collect from you**

We may collect, store and use the following kinds of personal information about individuals who visit and use our website:

Information you supply to us. You may supply us with information about you by filling in forms on our website. This includes information you provide when you submit a contact/enquiry form. The information you give us may include your name, address, e-mail address and phone number,

Information our website automatically collects about you. With regard to each of your visits to our website we may automatically collect information including the following:

- technical information, including a truncated and anonymised version of your Internet protocol (IP) address, browser type and version, operating system and platform;
- information about your visit, including what pages you visit, how long you are on the site, how you got to the site (including date and time); page response times, length of visit, what you click on, documents downloaded and download errors.
- to provide you with information and/or services that you request from us;

## **How we protect your personal information and keep it secure**

We are committed to doing all that we can to keep your information secure. We have set up systems and processes to prevent unauthorised access or disclosure of your information - for example, we use varying levels of encryption. We also make sure that any third parties that we deal with keep all personal information they process on our behalf secure.

As the owner of your account, you also have some responsibility for the security of your account.

For example, you should:

- choose a strong password for your account and ensure you keep it secure
- contact us immediately if you suspect that your account has been compromised

## **Disclosure of your information**

Any information you provide to us will either be emailed directly to us or may be stored on a secure server located near Manchester, United Kingdom. We use a trusted third party website and hosting provider, Hostinger International Limited, (Hostinger) to facilitate the running and management of this website. Hostinger meet high data protection and security standards and are bound by contract to keep any information they process on our behalf confidential. Any data that may be collected through this website that Hostinger process, is kept secure and only processed in the manner we instruct them to. Hostinger cannot access, provide, rectify or delete any data that they store on our behalf without permission.

Our website's location can be determined at <https://sitechecker.pro/hosting-checker/>

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 your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

## **Third party links**

Our site may, from time to time, contain links to and from the third party 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.

## **Who we share your information with**

We will never:

- sell or rent your information to third parties
- share your information with third parties for marketing purposes

## **Sharing your information with our suppliers**

We work with technology suppliers, for example we use an external hosting provider. These suppliers may have access to your information as part of providing their services to us.

## **Cookies**

Our website does not use cookies to distinguish you from other users of our website.

## **Sharing your information to protect against fraud**

To protect against crime and fraud, we might sometimes share information with:

- law enforcement agencies
- credit reference agencies

The information we might share includes:

- phone numbers
- email addresses
- IP addresses and geo-locations
- unique account identifiers
- information about the devices being used
- name
- address history

## **Children's privacy protection**

Accounts are not designed for, or intentionally targeted at, children 13 years of age or younger. We do not intentionally collect or maintain information about anyone under the age of 13.

## **Where your information is processed and stored**

All personal data and information associated with your account is stored in the UK or in the European Economic Area (EEA). The EEA has been assessed by the Information Commissioner's Office as having adequate legal protections for data privacy in line with those in the UK.

## **How long we keep your information**

Your information is securely stored. We keep personal information for various time periods. We will then dispose your information by as outlined below,

- We store your personal information for as long as is reasonably necessary and legally justifiable.
- We will keep your account and any information saved in it for as long as you use it. If you delete your account or if you don't sign in for 2 years, we'll delete all the information associated with it. Any information you delete from your account will be permanently deleted.
- We will keep your feedback data for 2 years.
- We will delete access log data after 365 days.
- We will store information about the actions you take and how you use the account for 7 years, for fraud monitoring purposes.

## **Your data protection rights**

Under data protection law, you have rights including:

- You have the right to ask us for copies of your personal information.
- You have the right to ask us to rectify personal information you think is inaccurate.
- You also have the right to ask us to complete information you think is incomplete.
- You have the right to ask us to erase your personal information in certain circumstances.
- You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- You have the right to object to the processing of your personal information in certain circumstances.
- You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

In addition:

- When you are signed in to your account you can: access all personal information associated with your account
- Change or update your information such as your email address, password and email subscription preferences
- Delete information from your account (apart from your email address, mobile phone number and password because you can't access your account without them)
- Tell us how you want us to contact you
- Delete your account entirely

You are not required to pay any charge for exercising your rights.

If you make a request, we have one month to respond to you.

Please contact us directly at Dellam Corporate Information Limited, 2 Heath Drive, Sutton, Surrey, SM2 5RP if you wish to make a request.

## **Contact us or make a complaint**

Contact the Privacy Team if you have a question about anything in this privacy notice, or you think that your personal information has been misused or mishandled, or you want to make a 'subject access request' to find out more about how your personal information is collected and used.

You can contact us at:  
Dellam Corporate Information Limited  
2 Heath Drive  
Sutton  
Surrey  
SM2 5RP

If you have any concerns about our use of your personal information, you can make a complaint to us at Dellam Corporate Information Limited, 2 Heath Drive, Sutton, Surrey, SM2 5RP.

You can also complain to the ICO if you are unhappy with how we have used your data.

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113  
ICO website: <https://www.ico.org.uk>

Making a complaint to the Information Commissioner will not affect your rights.

## **Changes to this policy**

Last updated: Friday, 2 December 2022.