

# Privacy Policy

## 1. Introduction & General Terms

Aptus Technology Ltd. is committed to protecting your personal information when you are using our website and to do so in accordance with the requirements of the General Data Protection Regulation (GDPR). This Privacy Policy relates to our use of any personal information you provide to us via phone or text, by email, in letters or correspondence. It also relates to our use of any personal information you provide to us when you use this website.

Aptus Technology Ltd. is committed to safeguarding your personal information. Whenever you provide such information, we are legally obliged to use your information in line with all laws concerning the protection of personal information, including the General Data Protection Regulation.

## 2. Who are we?

Aptus Technology Ltd. is an IT Support company offering support to business across the South of England. When we refer to “we” or “our” or “us” or “Aptus” or “Aptus Technology” we are referring to Aptus Technology Ltd.

## 3. What information will Aptus Technology collect about me?

By submitting your details, you enable Aptus Technology to provide you with the services, activities or online content you select. Please note that sometimes we will require you to provide additional personal information. When we do this, we will provide further information as to why we are collecting your information and how we will use it.

## 4. How and when will Aptus Technology use the information it collects about me?

Aptus Technology will use your personal information for the following:

- to contact you about a submission you have made via the a contact form on our website, including any content you provide.
- to provide you with information about our services which you have requested.
- to analyse and improve the services offered on the Aptus Technology website.

Aptus Technology may contact you:

- in relation to any correspondence we receive from you or any comment or complaint you make about Aptus Technology products or services.
- for marketing purposes, where you have agreed to this (see section 6 below).

## 5. Will I be contacted for marketing purposes?

Aptus Technology will only use your information for marketing purposes, or to promote new services, activities or online content where you have submitted a contact form on our website.

## 6. Will Aptus Technology share my personal information with anyone else?

We will keep your information confidential except where disclosure is required or permitted by law (for example to government bodies and law enforcement agencies) or as described in section 8 below. Your information will be stored securely on our servers which are protected by industry standard encryption. We will only use your information within Aptus Technology.

## 7. What if I am a user aged 18 or under?

If you are aged 18 or under, please get your parent/guardian’s permission before you provide any personal information to Aptus Technology. Users without this consent are not allowed to provide us with personal information.

## 8. How long will Aptus Technology keep my personal information?

We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with Aptus Technology. Personal data held is subject to regular review. Data about you is only stored in the UK. We will delete personal data if it has not been used or there has been no contact for six years.

## 9. Can I find out what personal information Aptus Technology holds about me?

Under the General Data Protection Regulation, you have the right to request a copy of the personal information Aptus Technology holds about you and to have any inaccuracies corrected. We will use reasonable efforts to supply, correct or delete personal information about you on our files. Aptus Technology will make no charge for any valid subject data request.

## 10. What if I am accessing Aptus Technology website outside the UK?

Aptus Technology’s website is published in the UK by Aptus Technology as aptustechnology.co.uk. All personal information submitted by users outside the UK to Aptus

Technology will be processed in accordance with this Privacy Policy.

## **11. Cookies Policy – Information Aptus Technology collects from you**

### *Summary*

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

For further information visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

### *In Detail*

#### **11.1. What is a cookie?**

A cookie is a small amount of data, which often includes a unique identifier that is sent to your computer, tablet or mobile phone (referred to here as a “device”) browser from a website’s computer and is stored on your device’s hard drive. Each website can send its own cookie to your browser if your browser’s preferences allow it, but (to protect your privacy) your browser only permits a website to access the cookies it has already sent to you, not the cookies sent to you by another website. Many websites do this whenever a user visits their website to track online traffic flows.

During any visit to Aptus Technology’s website, the pages you see, along with a cookie, are downloaded to your device. This enables us to find out whether the device (and probably its user) has visited the website before. This is done on a repeat visit by checking to see, and finding, the cookie left there on the last visit.

#### **11.2 How does the Aptus Technology website use cookies?**

Information supplied by cookies can help us to analyse the profile of our visitors and help us to provide you with a better user experience. Aptus Technology uses this type of information to help improve the services it provides to its users. All third parties are strictly required not to use any information for their own business or other purposes (see section 6 above).

#### **11.3 Third Party Cookies in embedded content on Aptus Technology pages**

Please note that during your visits to Aptus Technology website you may notice some cookies that are not related to Aptus Technology or Aptus Technology’s contractors. When you visit a page with content embedded from, for example, YouTube you may be presented with cookies from these websites. Aptus Technology does not control the dissemination of these cookies. You should check the third-party website for more information about these.

#### *Types of Cookies*

##### **First party cookies**

First party (or standard) cookies are set by the website, you are visiting, and they can only be read by that site.

##### **Third party cookies**

Third party cookies are set by a different organisation to the owner of the website you are visiting. For example, the website might use a third-party analytics company who will set their own cookie to perform this service. The website you are visiting may also contain content embedded from, for example YouTube and these sites may set their own cookies.

##### **Session cookies**

Session Cookies are stored only temporarily during a browsing session and are deleted from the user’s device when the browser is closed.

##### **Persistent cookies**

This type of cookie is saved on your computer for a fixed period (usually a year or longer) and is not deleted when the browser is closed. Persistent cookies are used where we need to know who you are for more than one browsing session.

##### **Flash cookies**

Aptus Technology does not use this type of cookie. However, many websites use Adobe Flash Player to deliver video and game content to their users. Adobe utilise their own cookies, which are not manageable through your browser settings but are used by the Flash Player for similar purposes, such as storing preferences or tracking users.

Flash Cookies work in a different way to web browser cookies (the cookie types listed above are all set via your browser); rather than having individual cookies for particular jobs, a website is restricted to storing all data in one cookie. You can control how much data can be stored

in that cookie, but you cannot choose what type of information can be stored.

**12. Do Not Track (DNT) browser setting**

DNT is a feature offered by some browsers which, when enabled, sends a signal to a website to request that your browsing is not tracked, such as by third party ad networks, social networks and analytic companies. This website does not currently respond to DNT requests.

**13. Changes to Aptus Technology's Privacy Policy**

This Privacy Policy may be updated from time to time, so you may wish to check it each time you submit personal information to Aptus Technology. If you do not agree to these changes, please do not continue to use the Aptus Technology website to submit personal information to Aptus Technology. If material changes are made to the Privacy Policy, we will notify you by placing a prominent notice on the website.



Chris West  
Founder and Managing Director  
Aptus Technology Limited