

Planet

IT Group

Professional IT Solutions



Privacy Policy

Last updated: 10th January 2015

Notices

Please note we use external services to carry out our services, where we have a licence to use them. Please refer to their Terms of Service/Privacy Policy for more information:

- PayPal (Payment Gateway)
- Twitter Bootstrap (CSS, Licenced)
- Twitter Plugins (CSS/HTML, Licenced)
- Facebook Plugins (--, Licenced)
- jQuery (JavaScript Client-side coding, Licenced)
- PHP (Hypertext pre-processor server-side coding, Licensed)
- FontAwesome (CSS icons, Licensed)
- One.com (Current Service Provider)
- Nominet (UK Domain Handlers)
- Many other Open Source Software which is ruled under general licenses. The two main general licences are the GNU Public Licence (GPL) and Apache 2.0 Licence.

We reserve the right to update this Privacy Policy at any time. At the time of this writing, SERVICE PROVIDER means One.com

Terminology

1. **“Project”** defines any work undertaken or any service provided by Planet IT Group for the client (You) on their request and as described.
2. **“You”** or **“Client”** refers to you, either as a sole person, persons, business or organisation using any of the services provided by Planet IT Group.
3. **“We”** or **“Us”** refers to Planet IT Group.
4. **“Domain Name”** is the FQDN (Fully Qualified Domain Name)
5. **“Domain”** is the website address (Domain Name) as specified by the client, yearly charged by SERVICE PROVIDER.
6. **“Open Source Software”** are software which are freely available to anyone under the GNU General Public License (GPL), Apache License or whatever licence the software creator defines.
7. **“Hosting”** is a yearly cost charged by SERVICE PROVIDER and not Planet IT Group to maintain server software and to keep the website online.
8. **“Content”** is either user-submitted images, text or any other content or content produced by us.

To clarify, **MB** means Megabytes and **GB** means Gigabytes, both are a measure of storage space.

General

Introduction

1. We are committed to safekeeping the privacy of the website and our visitors. This policy will define how we will treat your personal information.

How we collect personal information and what we use it for.

1. We may collect, store and use the following kinds of personal information:
 - a. Information regarding your computer and visits. Including your geographical location, browser type and version, Operating System, Referral Source.
 - b. Information that you provide when doing business with us/online.
 - c. Information when you complete your client area profile.
 - d. Information that allows us to communicate with you, including non-marketing communications.
 - e. Information regarding the services/products you purchase whether online or other.
 - f. Any personal information that you choose to send us
2. Before you disclose any information to us of another person, you must obtain that person's consent for both disclosure and processing of the information.
3. We may use your personal information to:
 - a. Personalise our website for you
 - b. Enable your use of the services available
 - c. Send you goods/services purchased through our website

- d. Send statements, invoices and payment reminders to you and collect payments from you
 - e. Send you our Newsletter, if requested
 - f. Deal with support enquires
 - g. Keep our website secure and prevent fraudulent attacks
 - h. Verify compliance with the Terms of Service governing Planet IT Group and its website.
4. When submitting personal information to us, it will not be given to third-parties.
 5. All our website financial transactions are handled through our payment services provider, PayPal. You can review the provider's privacy policy through PayPal's official website. We will share information with our payment services provider only to the extent necessary for the purposes of processing payments you make via our website, refunding such payments and dealing with complaints and queries relating to such payments and refunds

Disclosing personal information

1. We may disclose your personal information to our employees for the sole purposes set out in this policy.
2. We may disclose your personal information:
 - a. To the extent required to do so by laws of the United Kingdom
 - b. In connecting with any ongoing or prospective legal proceedings
 - c. In order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk)
3. Except as designated in this policy, your personal information will not be provided/shared/distributed to third parties

Data Transfer

1. Information that we collect may be stored and processed in and transferred between any of the countries in which we operate in order to enable us to use the information in accordance with this policy.

Retaining your personal information

1. This section sets out our data retention policies and procedure, which are designed to help ensure that we comply with legal obligations in relation to the retention and deletion of personal information.
2. Personal information will never be kept for longer than is necessary for any purpose.
3. We will usually delete unwanted personal data that is deemed irrelevant to the sole uses above within 21 days of disclosure.
4. Notwithstanding the other provisions of this section, we will retain documents (incl. electronic) containing personal data:
 - a. To the extent that we are required to do so by law
 - b. If we believe that the documents may be relevant to any ongoing or prospective documents (incl. electronic) containing personal data.

- c. In order to fight against fraudulent attacks and to defend our legal rights.

Security of your personal information

1. We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.
2. We will store all the personal information you provide on secure servers only.
3. All financial transactions are security-enforced by PayPal, please refer to their data protection policy found on their official website.
4. You acknowledge that the transmission of information over the internet is inherently insecure and we cannot guarantee the security of data sent over the internet.
5. You, solely, are responsible for keeping your password confidential. We will never ask you for your password in any communication apart from to log into our Client Area. We will never request personal information from an email or likewise communication method.

Your rights

1. You may instruct us to send you all personal information we hold about you on file. This is subject to an administration fee of GBP £10 and appropriate evidence of your identity is required
2. We may withhold your personal information that you request to the extent permitted by law.
3. You may instruct us at any time to disregard your personal information when contacting you for marketing
4. In practice, we will agree in advance to the above statement and a opt out method will be available.

Cookies

1. Our website uses cookies.
2. A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.
3. Cookies may be either "persistent" cookies or "session" cookies: a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before the expiry date; a session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.
4. Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from cookies.
5. We use both session and persistent cookies on our website.
6. Most browsers allow you to refuse to accept cookies; for example:

- a. in Internet Explorer (version 10) you can block cookies using the cookie handling override settings available by clicking "Tools", "Internet Options", "Privacy" and then "Advanced";
 - b. in Firefox (version 24) you can block all cookies by clicking "Tools", "Options", "Privacy", selecting "Use custom settings for history" from the drop-down menu, and unticking "Accept cookies from sites"; and
 - c. in Chrome (version 29), you can block all cookies by accessing the "Customise and control" menu, and clicking "Settings", "Show advanced settings" and "Content settings", and then selecting "Block sites from setting any data" under the "Cookies" heading.
7. Blocking all cookies will have a negative impact upon the usability of many websites.
 8. If you block cookies, you will not be able to use all the features on our website.
 9. You can delete cookies already stored on your computer; for example:
 - a. In Internet Explorer (version 10), you must manually delete cookie files (you can find instructions for doing so at <http://support.microsoft.com/kb/278835>);
 - b. In Firefox (version 24), you can delete cookies by clicking "Tools", "Options" and "Privacy", then selecting "Use custom settings for history", clicking "Show Cookies", and then clicking "Remove All Cookies"; and
 - c. In Chrome (version 29), you can delete all cookies by accessing the "Customise and control" menu, and clicking "Settings", "Show advanced settings" and "Clear browsing data", and then selecting "Delete cookies and other site and plug-in data" before clicking "Clear browsing data".
 10. Deleting cookies will have a negative impact on the usability of many websites.

Planet IT Group does not tolerate any form of harassment or insultation against any of our employees from anyone. We reserve the right to cancel a contract including the website/service without refund in extreme cases of inappropriate or unreasonable conduct. This includes threatening/abuse. Thereafter, any communication must be via post only.