

## Privacy Policy

At IT Farm, we understand that we have a responsibility to protect and respect your privacy and look after your personal data. This Privacy Policy, inclusive of our General Terms and Conditions, explains what personal data we collect, how we use your personal data, reasons we may need to disclose your personal data to others and how we store your personal data securely.

IT Farm may be both data controller and data processor for your personal data under certain circumstances. We must advise that this policy is subject to change, so please check our website on a regular basis for any further changes.

For the avoidance of doubt, this privacy policy applies to personal data collected or generated by IT Farm and not to Customer Data as defined in our Data Processing and Security Terms.

### Who are we?

IT Farm is a provider of cloud and hosting services, based in Manchester. IT Farm have a registered office at Suite 1, Armcon Business Park, London Road South, Poynton, Cheshire SK12 1LQ and company number 05710515. Dan Holloway is the registered Data Protection Officer for IT Farm.

### How the law protects you

Data protection laws state that we are only able to process personal data if we have valid reasons to do so. The basis 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.

### How do we collect personal data from you?

We receive information about you from you when you use our website, complete forms on our website, if you contact us by phone, email or otherwise in respect of any of our products and services or during the purchasing of any such product. Additionally we also collect information from you when you sign up, complete a customer survey or when you inform us of any other matter.

If you provide us with personal data about a third party (for example when registering a domain on their behalf), you warrant that you have obtained the express consent from the third party for the disclosure and use of their personal data.

Your personal data may be automatically collected when you use our services, including but not limited to, your IP address, device-specific information, server logs, device event information, location information and unique application numbers.

### What type of data do we collect from you?

The personal data that we may collect from you includes your name, address, email address, phone numbers, payment information and IP addresses. We may also keep details of your visits to our site including, but not limited to traffic data, location data, web server logs and other communication data. We also retain records of your queries and correspondence, in the event you contact us.

Please be aware that any video, image, or other content posted, uploaded or otherwise made available by you onto our platform, whether published content or not, is not subject to our Privacy Policy.

We merely process such data on your behalf, subject to our Terms and Conditions and you are responsible for any applicable legal requirements in respect of your content.

### How do we use your data?

We use information about you in the following ways:

- To process orders that you have submitted to us;
- To provide you with products and services;
- To comply with our contractual obligations we have with you;
- To help us identify you and any accounts you hold with us;
- To enable us to review, develop and improve the platform and services;
- To provide customer service, including responding to your requests if you contact us with a query;
- To administer accounts, process payments and keep track of billing and payments;
- To detect fraud and to make sure what you have told us is correct;
- To carry out marketing and statistical analysis;
- To review job applications;
- To notify you about changes to our website and services;
- To provide you with information about products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes; and
- To inform you of service and price changes.

### Retention periods

We will keep your personal data for the duration of the period you are a customer of IT Farm. We shall retain your data only for as long as necessary in accordance with applicable laws.

On the closure of your account, we may retain your personal data on archive media for up to 7 years after you have cancelled your services with us. We may not be able to delete your data before this time due to our legal and/or accountancy obligations. We assure you that your personal data shall only be used for these purposes stated herein.

## How is your personal data processed?

We process your data for administration, billing, support and the provision of services. For the avoidance of doubt, we do not and never shall sell your personal data to third parties for marketing or advertising purposes.

In addition, here is a list of specific ways we use your personal data or share the information with Sub-processors:

### Domain Registration

Your data (Registrant) may be sent to the domain registrar outside of the EEA.

### Software Licensing

We provide customer name, customer domain and email addresses to the relevant Sub-processors.

### SSL certificates

We provide details of the certificate owner to the Certificate Authority for authentication and use. This data may be stored or processed outside of the EEA.

## Your rights

In preventing the use or processing of your personal data, it may delay or prevent us from fulfilling our contractual obligations to you. It may also mean that we shall be unable to provide our services or process the cancellation of your service.

You have the right to object to our use of your personal data, or ask us to delete, remove or stop using it if there is no need for us to keep it. This is known as your right to be forgotten. There are legal reasons why we may need to keep your data, but please inform us if you think we are retaining or using your personal data incorrectly.

Our Privacy Policy shall be made clear to you at the point of collection of your personal data.

We will not contact you for marketing purposes unless you have given us your prior consent. You can change your marketing preferences at any time by emailing support@itfarm.co.uk.

## Accessing and updating your data

You can request details of your personal data, make choices about IT Farm's collection of your data, and how we use it by emailing support@itfarm.co.uk.

If you would like to update your personal data, including but not limited to, name, address, title, phone number, e-mail address and payment details, please email support@itfarm.co.uk.

## Use of cookies

Our cookies policy is available on our website, please see <https://www.itfarm.co.uk>

## Links to other sites

IT Farm 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. Any information that is supplied on these sites will not be within our control and we cannot be responsible for the privacy policies and practices of these.

## Where we store your personal data

We follow accepted ISO 27001 standards to store and protect the personal data we collect, including the use of encryption if appropriate.

All personal data you provide to us is stored on our servers within the EEA. From time to time, some personal data may be transferred to and stored in a country outside the EEA in relation to the provision of services. The laws in these countries may not provide you with the same protection as in the EEA; however, any third party referred to above outside of the EEA has agreed to abide by European levels of data protection in respect of the transfer, processing and storage of any personal data. By providing your data to us, you agree to this transfer and storage. However, we will ensure that reasonable steps are taken to protect your data in accordance with this Privacy Policy.

As the transmission of data via the internet is not completely secure, we cannot guarantee the security of your data as you transmit it to our site and 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.

## Liability

We agree to take reasonable measures to protect your data in accordance with applicable laws and in accordance with our General Terms and Conditions: <https://www.itfarm.co.uk>

## Data Breaches

In the event of a data breach, we shall ensure that our obligations under applicable data protection laws are complied with where necessary.

**Contact us**

Please e-mail any questions or comments you have about privacy to us at [support@itfarm.co.uk](mailto:support@itfarm.co.uk)

**Your right to make a complaint**

You have the right to make a complaint about how we process your personal data to the Information Commissioner: <https://ico.org.uk>