

# PRIVACY POLICY

Issue 3 24-5-18

This privacy policy sets out how Toucan Internet LLP uses and protects any information that you give to Toucan Internet LLP when you use this website and other group websites. Toucan Internet LLP is, and always has been, committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website and other group websites then you can be assured that it will only be used in accordance with this privacy statement. For the purposes of the General Data Protection Regulation 2016 and the Data Protection Act 2018 and the regulations made under them (the DP Law), the data controller and data processor is Toucan Internet LLP in relation to personal data as defined in the GDPR ("Personal Data").

## Information we collect from you.

We will collect and process the following data about you:

### Information you give us.

This is information about you that you give us by filling in forms on our site <http://www.toucanweb.co.uk> and other group websites or by corresponding with us by phone, email, in person or other methods. It includes information you provide when enquiring about our services, and/or engaging us to provide services. The information you give us may include your name, company, address, email address and phone number or other specific information which is relevant to our services and our business relationship.

### Information we collect about you.

Our policy is to collect no personal information about you when you visit the [toucanweb.co.uk](http://www.toucanweb.co.uk) or other group websites, unless you affirmatively choose to make such information available to us. When you visit the [toucanweb.co.uk](http://www.toucanweb.co.uk) website or other group websites, the web server automatically recognises and logs the Internet domain, the IP address from where you accessed the site, browser details, time details, files accessed, server response codes, operating system and platform. This information does not result in the identification of your personal email address or other personal information. This is done so that the content of the site can be improved, and your personal information is not identified.

If you choose to share personal information, by such means as filling out a web form or emailing us with personal information, the information will not be disclosed to third parties, unless required by law or with your express permission.

## What we do with the information we gather.

We require this information to understand your requirements and provide you with a better service, and possibly for the following reasons:

- To improve our services
- To individuals who opt in to marketing communications to advise of other services that should be of value or similar communications
- To carry out our obligations arising from any subsequent contract between Toucan Internet LLP and you

## How long we will hold the information.

We will hold the information for any processing required for any contract we have with you and for a reasonable period thereafter. We review personal information held on a periodic basis and delete information which we assess will no longer be required for any future dealings between you and us.

## Security.

We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure we have suitable procedures to safeguard and secure the information we collect online in place.

## Cookie Policy.

This website and other Toucan Internet LLP group websites use cookies. These are small text files that are placed on your computer to help the site provide a better user experience. Cookies are used to retain user preferences, store information essential to function such as shopping carts, and provide anonymous data to third party applications like Google Analytics.

Cookies are used to make your browsing experience better. You have the option to disable cookies on this site and on all sites you visit by changing your browser settings. The most effective way to do this is to disable cookies in your browser and the help section of your particular browser will advise how this is done or take a look at guidance from the [Information Commissioner's Office](#).

## Controlling your information.

If you have previously agreed to us using your information for direct marketing and customer service purposes, you may change your mind at any time by emailing us at [DPO@toucaninternet.co.uk](mailto:DPO@toucaninternet.co.uk).

## Access to information and rectification.

Toucan Internet LLP will not sell, distribute or lease your personal information to third parties unless we are required to do so by law. You may request details of personal information that we hold about you under the Data Protection Act 1998. If you would like a copy of the information held on you please email [DPO@toucaninternet.co.uk](mailto:DPO@toucaninternet.co.uk). It is considered that any data collected from you via web forms completed on this website or other group websites is deemed “opt-in” with your permission to be stored in our marketing database. If you believe that any information Toucan Internet LLP is holding on you is incorrect or incomplete, email [DPO@toucaninternet.co.uk](mailto:DPO@toucaninternet.co.uk) with details so records can be amended.

## Information uses.

Toucan Internet LLP use information held about you in the following ways:

- To carry out our obligations arising from any contract entered into between you and Toucan Internet LLP and to provide you with the information, products and services that you request from us
- To provide you with information about other services we offer that are similar to those that you have already contracted or on which you have enquired
- To notify you about changes to our products or services
- To ensure that our websites provide you the best user experience

## Disclosure of your information.

You agree that we have the right to share your personal information with:

- Business partners, suppliers and sub-contractors solely for the performance of any contract we enter with them or you
- Anonymised data such as provided to Google Analytics that assist us in the improvement and optimisation of our websites to improve your user experience

## Changes to our privacy policy.

Updates to our privacy policy will be posted to our websites and will be effective immediately upon publication.

## Complaints.

In the first instance please contact us directly at [DPO@toucaninternet.co.uk](mailto:DPO@toucaninternet.co.uk) if you believe there has been any infringement of the DP Law as we should be able to rectify any complaint with you. You have the right to lodge a complaint with the relevant regulatory authority in the United Kingdom:

Information Commissioner's Office  
<https://ico.org.uk/concerns/>  
Address: Wycliffe House, Water Lane, Wilmslow. SK9 5AF  
Phone: 0303 123 1113

### Privacy Policy

24<sup>th</sup> May 2018

GDPR Privacy Policy i3.pdf