

# Privacy & Data Protection Policy

LIVE ICOM' s ("we" or "us") prime objective is to provide web/database design and hosting services. In order to do this, we collect and use certain personal data from our clients. This policy describes what personal information we collect or obtain about you and how we use it.

The policy covers the following:

- A. Your consent to this privacy policy
- B. Information we may collect or receive about you
- C. Website Cookies
- D. How we use your information
- E. How we may share your information
- F. Retention of your information
- G. Where we store information about you
- H. Passwords and Data Security
- I. Use of the Internet
- J. Your rights
- K. Access to information
- L. Changes to our privacy policy
- M. Contact details

## A. YOUR CONSENT TO THIS PRIVACY POLICY

On becoming a client of LIVE ICOM, or on submitting an enquiry from our website, you will be asked to give your specific consent to this policy as part of the on boarding or enquiry process. Unless otherwise notified, thereafter you will be treated as having consented to our use of your personal data as described in this document.

- **The information you give us may include**
  - your name, postal address, e-mail address, phone number
  - your VAT and company registration details
  - any further information you send to us by email or on an online form
- **Additional Information we collect about you when you visit any LIVE ICOM Website:**
  - technical information, including the Internet protocol (IP) address used to connect your computer or mobile device to the internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
  - information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); pages you viewed or searched for;; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page.

## **C. WEBSITE COOKIES**

LIVE ICOM websites may use authentication cookies to distinguish you from other users of our website and to ensure that only you can access data pertaining information relating to your client account.

## **D. HOW WE USE YOUR INFORMATION**

We use information held about you:

- to fulfil our obligations to you in the following ways:-
  - to provide you with ongoing support for the services and products we deliver
  - to administer your client account with us including invoicing
- to keep you updated in the following ways:
  - to occasionally notify you about changes to the services we can offer you
  - to inform you of developments that may require us to update the products and services we deliver for you.

## **E. HOW WE MAY SHARE YOUR INFORMATION**

We will only disclose your personal information to a third party where we are under a duty to do so in order to comply with any LIVE ICOM's legal obligations.

## **F. RETENTION OF YOUR INFORMATION**

We may keep and process your personal data for so long as you remain a client of LIVE ICOM.

If you cease to be a client, we will within a reasonable time of the lapse occurring cease actively processing your data, but may retain a selected portion of your data for the purpose of complying with our legal obligations, for example retention of invoices for tax reasons.

## **G. WHERE WE STORE YOUR PERSONAL DATA**

The data that we collect from you will be stored in the EEA and processed by staff working for LIVE ICOM. Such staff will be contractually obliged to maintain the privacy of your data. By submitting your personal data, you agree to this storing and processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

## **H. PASSWORDS AND DATA SECURITY**

Where we have given you (or where you have chosen) a password or which enables you to access a LIVE ICOM portal, you are responsible for keeping this password confidential. You should not share passwords with anyone, nor should you save them in your web browser unless you have password protection software on your computer which stores it in an encrypted format.

If you lose, or have stolen, a device on which your LIVE ICOM website password has been saved, then you are required to inform the LIVE ICOM office as soon as possible so that your login details can be changed.

Likewise, if you have reason to believe that a device on which your LIVE ICOM password has been saved has been compromised (virus infected, hacked etc.) you should inform the LIVE ICOM.

## **I. USE OF THE INTERNET**

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 us; 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.

## **J. YOUR RIGHTS**

If we retain your personal data after you cease to be a client LIVE ICOM, then you have the right to ask us not to process your personal data. You can exercise this right at any time by contacting us at [contact@live-icom.com](mailto:contact@live-icom.com)

Our site may, from time to time, contain links to and from the websites of our partner networks and affiliates. 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.

## **K. ACCESS TO INFORMATION**

Data Protection Legislations gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. You can exercise this right at any time by contacting us at [contact@live-icom.com](mailto:contact@live-icom.com).

## **L. CHANGES TO OUR PRIVACY POLICY**

Any changes we may make to our privacy policy in the future will be posted on our Website and, where appropriate, notified to you by e-mail.

## **M. CONTACT**

Questions and requests regarding this privacy policy should be addressed to [contact@live-icom.com](mailto:contact@live-icom.com)