



Our Privacy Policy

What information do we collect?

We collect some analytical data when you visit our websites and we also collect specific data when you place an order, register or fill out our contact forms on any of our websites.

When ordering, or registering on our websites, as appropriate, you may be asked to enter: your name, e-mail address, phone number, credit card information and if you are a business, your company number.

Applicable only to any of our websites that contain Google Advertising:

Google, as a third-party vendor, uses cookies to serve ads on your site. Google's use of the DART cookie enables it to serve ads to your users based on their visit to your sites and other sites on the Internet. Users may opt out of the use of the DART cookie by visiting the Google ad and content network privacy policy.

What do we use your information for?

Any of the information we collect from you may be used in one of the following ways:

- To personalize your experience, we use analytical data that tells us things like what browser you are using, how long it took for the page to load for you, your demographics etc, to improve and personalise your experience on our websites.
- To improve our websites, we use certain data to improve our websites and to make them more accessible on different platforms and from different channels such as mobile devices.
- To improve customer service, we use the data you send to us in contact forms to improve the way in which we communicate with our customers.
- To process transactions, this affects only your purchases made through our websites. We need and use this information in order to process payments for services you are purchasing from our websites.

Your information, whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of delivering the purchased product or service requested.

- To administer a contest, promotion, survey or other site feature, if you have entered details in a competition that we have ran, we will use this data to follow up and get in touch to tell you that you have won if you are the lucky winner.
- To send periodic emails, unless you explicitly tell us not to, either by emailing us or by ticking the (no marketing) solution on one of our websites, we will use your personal information to send you periodic emails and updates for our websites only.

The email address you provide for order processing, may be used to send you information and updates pertaining to your order, in addition to receiving occasional company news, updates, related product or service information, etc. unless you have explicitly told us not to. In this case, you can retrieve order status updates via your account on the website you have purchased from.

Note: If at any time you would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email.

How do we protect your information?

We implement a variety of security measures to maintain the safety and integrity of your personal information when you place an order or enter, submit, or access your personal information. When making a purchase, your transaction is performed through a secure socket layer, otherwise referred to as SSL, meaning your data is transferred encrypted and cannot be intercepted by third parties.

Do we use cookies?

Yes (Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser (if you allow) that enables the website or service provider's systems to recognise your browser and capture and remember certain information.

We use cookies to compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future. We also use cookies to store and retrieve authentication information on our websites when you create or access an account. We may contract with third-party service providers to assist us in better understanding our site visitors. These service providers are not permitted to use the information collected on our behalf except for the sole purpose of helping us conduct research and improve our business.

If you prefer, you can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies via your browser settings. Like most websites, if you turn your cookies off, some of our services may not function properly. However, you can still place orders by contacting customer services.

Do we disclose any information to outside parties?

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this

information confidential and usually by signing in to a confidentiality agreement, meaning they legally are bound to keep your information safe and private. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

Third-party links

Occasionally, at our discretion, we may include or offer third party products or services on our website. These third-party sites have separate and independent privacy policies. We therefore cannot personally hold any responsibility or liability for the content and/or activities of these linked third party websites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these third-party websites.

Your Consent to this policy

By using our websites and services, you are consenting to this privacy policy.

Changes to our Privacy Policy

We may periodically and without notice amend or remove parts of this policy or change in whole this policy to improve the way in which we conduct business with our customers. We may post updates via email to registered customers who have elected to receive future emails from us, explaining changes to this policy and other policies we enforce.

Contacting Us

If there are any questions regarding this policy or you wish to find out how we are using your personal data, you may contact us using the information below.

Please note, that unless you have a valid reason and can provide supporting evidence and valid identity information, we are not obliged to reveal how we are using your personally identifiable data.

Web: www.monkeyhost.co.uk

Email: legal@monkeyhost.co.uk

MonkeyHost Group reserve the right to change or revise this policy without notice at any time.