

# Group privacy policy

Revision 1.1.0  
25/05/2018



## What information do we collect from our customers and why?

When ordering services from any of our brands, we will ask for some information that is mandatory in order to purchase services from us. This mandatory information is your first name, last name, email address, first line of your address, city, state/region, postal code and a contact telephone number.

We collect this information because we need this to process your order. We use this for purely for the purpose of creating your order, setting up your services on our platform using the details provided, and then for the purposes of keeping you updated regarding your services on our platform, for example, service updates via the methods you will have told us to use during your registration.

## How do we protect our customers data?

The data that we hold on you is stored centrally for each of our brands and is locked down specifically to the brand that you have registered to. Only staff who are assigned to that specific brand will have access the data to that brand at that time, if they are dealing with an enquiry for a specific brand then they will only have access to the data they need for the purpose of the enquiry. You ('the customer') also will need to give explicit written consent in any support ticket to our team to allow them access to your files and your account.

## Third party access to customer data that we hold

No third party has access to any customer data that we hold. We do not and will never sell any data that we hold on our customers. The only exception where a third party may have access to customer data may be for the purpose of crime prevention or when requested by a law authority or agency in which case Monkey Host Group will always fully comply.

## Our brands and cookies

All our brands websites will use cookies. This extends to the customer portals that our brands offer as well as some third party services that some brands also use as part of the user experience for those specific brands. Where this is the case, you will see a banner than conforms with the EU Cookie Law presented on the brands website that will display until you acknowledge the banner or until you clear your browsers cached files.

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## How customers can control their data

Customers can contact us for a complete copy of all the personally identifiable data that we hold on them. You can do this by emailing a request of information to [gdpr-requests@monkeyhost.co.uk](mailto:gdpr-requests@monkeyhost.co.uk). If for any reason you wish your data to be removed, you can do this via the same method, but please note, that the information outlined in the section 'What information do we collect from our customers and why?' that we collect, is mandatory as part of the terms of service with us, therefore if you no longer wish us to hold this information on you, we can no longer provide our services to you and therefore will need to enact the contractual 30 days notice in writing and then terminate your services with us.

## Monkey Host Group, Group Data Controller and Data Processor

Monkey Host Group processes personal data both as a Processor and as a Controller, as defined in the Directive and the GDPR.

Monkey Host Group which you as a customer entered an agreement with when purchasing from one of Monkey Host Group's brands, will be the controller for customer data as outlined above in the 'What information do we collect from our customers and why?' section.

Monkey Host Group adheres to the Directive of 1995 and the GDPR from May 25<sup>th</sup>, 2018. Due to the nature of our network and infrastructure, the data in which Monkey Host Group processes of its customers may be processed outside of the European Data Region and the European Economic Area (EEA). Where this is the case, this data is still protected and governed by GDPR and the Data Protection Act 1998 of the United Kingdom.

All data collected by Monkey Host Group is securely stored internally on our own systems and we use no third party services to store this information. This ensures that full compliance with the directive is in place. All hosting is performed in accordance with the highest security regulations.

You can contact the Data Protection Officer at any time to request the following:

- Request access to any or all information that we hold on you
- Make a correction to information we hold on you
- Delete information that we hold on you

Please contact the Monkey Host Group Data Protection Officer at:

Data Protection Officer, Monkey Host Group, 18 Bristol Road Lower, Bristol, BS23 2PW.

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## Your data, your rights

With the introduction of GDPR, there are new rights that every individual has with regards to data and how companies collect, store and use your data, these are:

1. The right to be informed – all organisations must be completely transparent in how they are using personal data (personal data may include data such as a work email and work mobile if they are specific to an individual).
2. The right of access - individuals will have the right to know exactly what information is held about them and how it is processed.
3. The right of rectification - individuals will be entitled to have personal data rectified if it is inaccurate or incomplete.
4. The right to erasure - also known as 'the right to be forgotten', this refers to an individual's right to having their personal data deleted or removed without the need for a specific reason as to why they wish to discontinue.
5. The right to restrict processing - an individual's right to block or suppress processing of their personal data.
6. The right to data portability - this allows individuals to retain and reuse their personal data for their own purpose.
7. The right to object - in certain circumstances, individuals are entitled to object to their personal data being used. This includes, if a company uses personal data for the purpose of direct marketing, scientific and historical research, or for the performance of a task in the public interest.
8. Rights of automated decision making and profiling - the GDPR has put in place safeguards to protect individuals against the risk that a potentially damaging decision is made without human intervention. For example, individuals can choose not to be the subject of a decision where the consequence has a legal bearing on them, or is based on automated processing.

## Mandatory data

Due to the nature of our services and to comply with certain laws within the United Kingdom, we are required to obtain the following mandatory parts of personally identifiable information from you in order for you to use our services:

- First name
- Last name
- Email address
- First line of your address
- City

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- State/Region
- Postal code
- Contact telephone number

As a responsible internet service provider, this information is kept securely on internally kept servers within Monkey Host Group. The information kept is used to verify your purchase to ensure that your purchase is not fraudulent. We will also use this information if we are approached by law enforcement agencies for the purpose of crime prevention or to aid any active criminal investigations.

Because the above data is mandatory as part of the terms of service between yourself and Monkey Host Group, if you object to us holding this information on you, we can no longer provide our services to you and therefore will need to enact the contractual 30 days notice in writing and then terminate your services with us.

## International Privacy Laws

Please be advised that due to the complexity of our infrastructure, some of our core infrastructure servers are located outside of the EEA and are situated within the United States of America. Therefore, where this is the case, your personal data will still be protected by GDPR and EU laws however it will be governed by the EU-US Privacy Shield as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal data from the European Union Countries. We have certified that we adhere to the Privacy Shield principles of Notice, Choice, Accountability for Onward Transfers, Security, Data Integrity & Purpose Limitation, Access and Recourse, Enforcement & Liability when processing Personal Data from the EEA in the United States.

## Our legal basis for processing personal data

As stated in Article 6 of the GDPR, Lawfulness of processing:

*Processing of personal data of individuals is lawful for Monkey Host Group because of the following:*

*processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract;*

*the data subject has given consent to the processing of his or her personal data for one or more specific purposes;*

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Monkey Host Group consider the processing of personal data to be lawful for the purpose of completing the legally binding contract that is formed between the individual and Monkey Host Group for the purposes of providing goods or services to the individual. Monkey Host Group also consider the processing of personal data lawful for the purpose of crime prevention due to the nature of the services that we provide as an internet service provider.

## Further help and guidance on privacy

If you would like further help and guidance on this privacy policy you can get in touch with our friendly team via any of the following methods:

**Call us:**

02031 891 154

**Email us:**

[legal@monkeyhost.co.uk](mailto:legal@monkeyhost.co.uk)

**Write to us:**

Monkey Host Group  
18 Bristol Road Lower  
Bristol  
BS23 2PW

Find out more about us on our website  
[www.monkeyhostgroup.com](http://www.monkeyhostgroup.com)