

Privacy Policy

Here at 13Souls we respect the privacy of our customers and website users and are committed to safeguarding their personal information. This policy outlines how we do this.

The types of information we collect

Contact details

We may collect the following types of personal data from our customers:

- First name, last name, email address, postal address and telephone/mobile number.
- We do not take financial transactions and do not have access to, process or store customers' credit/debit card details.
- Any other information customers send to us when using our services, undertaking a contract with us or making an enquiry with us.

This type of information is provided directly by our customers to allow us to provide the services outlined on our website. Without this data, we are not able to provide services or fulfil contracts requested by the customer.

Analytics and tracking data

Some information may be collected automatically when users visit our website. This type of information may include IP address, geographical location, links clicked, website navigation, browsing device, browsing software and referral source.

We use third party services to help us improve our website users' experience and to help us make decisions about our marketing activities. Google Analytics tracks website users' behaviour, such as referral sources, browsers used, navigation etc. We do not collect any personal information via these analytics. Google may use this tracking information for its own purposes.

Please see Google's Privacy Policy for more details - <https://www.google.com/policies/privacy>

The statistical information we collect via the third party e-newsletter system MailChimp, such as timings, geographical location and links clicked, helps us to monitor and improve our communications with our customers.

Please see MailChimp's Privacy Policy for more details - <https://mailchimp.com/legal/privacy>

Cookies

We do not use cookies on our website.

13Souls as Data Controllers

Information is collected electronically via computers and other IT devices. Information is used only for the purposes as outlined in this Privacy Policy and may be processed by external parties (such as mail service providers, hosting providers, domain registrars and helpdesk software service providers) as appointed, if necessary, as Data Processors.

Information is used and processed in the following ways:

Contacting the customer

- Responding to customer queries and fulfilling requests.
- Responding to other enquires about our services and providing quotes.
- To send general communications about our services.

Providing a service

- Supplying the services customers have purchased from us and fulfilling requests for support.
- Registering and managing services provided by a third party, such as website hosting, domain name registration and social media accounts.

Financial

- Sending invoices to customers.
- Maintaining and keeping our accounts as required by law.

Where information is used and processed

The information is used and processed at our residential address, our clients' premises, co-working spaces and in any other places where parties involved with information processing are located. External parties may be global companies and in those cases the data may not necessarily be processed within the EU. Information is kept for the amount of time needed to provide services to our customers or other users or for any other timescales as required by law.

Third party websites, social media platforms and apps

Our website may link to third parties. We are not responsible for their practices or privacy policies. Third party social media platforms and apps may collect types of data such as cookies and web traffic data.

Please see their privacy policies for full details.

Measures taken to keep information secure

Here at 13Souls, we take extensive measures to keep information secure including, but not limited to:

- Keeping passwords for our own activities as well as customers' third party accounts secure.
- Password protected computers and devices.
- Lock/log off computers and IT devices when away from desks.
- Being aware and vigilant of potential attacks/hacks when opening emails and websites.
- Ensuring visitors are not able to access information from our computers and devices at our places of work.
- Positioning screens away from windows where personal information could be seen.

Data transmission via the internet is inherently insecure. We cannot be responsible for or guarantee the security of any information sent via the internet.

Information sharing/Disclosure

We will never sell, rent, share or disclose customers' or users' information to third parties for marketing purposes.

We will not share or disclose customers' or users' information unless required to by law or for purposes other than providing the services as described in this Privacy Policy and our service Terms & Conditions.

User information and rights

Customers and users have the right to request details of the information we store about them. In this case, a fee may be charged to prepare and supply the information and proof of identity will be requested.

Customers and users have the right to request that we amend or delete their information at any time.

If customers request that their details are deleted from our systems then we will no longer be able to provide services to them. Please contact us if you would like to amend or delete your information from our systems.

If you have any questions about the personal information we hold and how it is processed, please contact us.

Changes to this Privacy Policy

We may update or change this Privacy Policy at any time. We recommend that you check this page regularly to ensure you are happy with any such changes and refer to the date of modification written below. We may also notify you of changes to our Privacy Policy via email. If you object to this policy or any other changes within it then you must cease using our services and can request that we delete your personal information.

By agreeing to our Terms and Conditions you are also agreeing to this Privacy Policy.

Last updated 21 March 2018.