

Privacy Policy Version 20180525

For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the controller is Absolute Micro Communications Limited registered at The Long Barn, Walton Road, Walnut Tree, Milton Keynes. MK7 7AF. Use of this website indicates that you give your consent to have all personal information submitted via the website, email and chat sessions processed for the purposes described.

How we collect your information

We may collect your personal data in a few ways, namely:

Directly from you, when you fill in an application for a service or membership, when you make enquiries on our website, when you provide information via our website / software management systems, or when you interact with us during your time as a user of our various services. (For example, when you enter scores into our league system, book a court or facility via our online booking system, enter a competition via our event system, renew your membership, sign up for a course or lesson etc.);

From someone else who has provided details on your behalf into our membership management system. (For example, your squash league administrator has entered your details into our system on your behalf, for the purpose of managing and maintaining your online squash league);

Personal information we collect

Such as your personal contact details, including but not limited to Name, Address, Email, Phone numbers etc. We also collect details relating to your purchase transactions (excluding any credit / Debit card details), as well as website activity tracking and analysis;

Financial information, including Direct Debit details;

Details of any contact with us may also be maintained in the form of email messages, voice recordings from phone conversations and online chat message conversations.

Certain other information which you volunteer when making use of our systems (for example, when making court bookings or making use of member to member communications).

How we use personal data

Personal data provided to us will be used for the purposes set out at the time of collection and, where relevant, in accordance with any preferences you express.

We will use your personal data for the following purposes:

To identify you and your account(s) held with us.

Product and service development and improvement

To monitor and improve customer care;

For marketing and statistical analysis purposes;

Keeping you informed of service upgrades, interruptions, enhancements as well as general communications with you e.g. marketing purposes.

Administration of your Membership account with us:

Keeping you informed about bookings made by you or on your behalf.

Keeping you informed about game and match scores made by you or on your behalf.

Processing payments. For example, service, booking and membership fees.

Fulfilment of orders for goods and services, including but not limited to court bookings and membership services.

Promoting our Services and promoting goods and services of third parties (for example, equipment suppliers, operators of courses, and organisers of events) where we think this will be of interest to you.

To communicate with you via email, text message (SMS), telephone and postal services.

Sharing your information with others

We do not sell or share your personal data to other organisations to use other than as set out below.

Employees, agents, business partners, volunteers, or service providers of Absolute Micro Communications Limited to deal with any accounts for the purposes of administering the various services we provide you with.

If Absolute Micro Communications Limited should sell any business or assets, Absolute Micro Communications Limited may disclose your personal data to the prospective buyer of such business.

To comply with our legal obligations Absolute Micro Communications Limited may be required to share your details.

To comply with fraud detection obligations Absolute Micro Communications Limited may be required to share your details.

Our contractors and suppliers including email service providers, payment processing providers, PayPal for example, text messaging service providers, data backup and restoration service providers as well as website hosting service providers.

Third parties provide information about our customers and business partners to Absolute Micro Communications Limited which we may in turn pass details to them about you. Details about you may include (but may not be limited to) your location, Internet address, device, service and server logs, application information.

Third party companies include: SendGrid, Knowhow, Fasthosts, Acronis, TextAnywhere, Dropbox, OneDrive, Microsoft, PayPal.

Third parties have their own terms, conditions and privacy policies so for more details please contact the relevant service provide.

Cookie Policy

How we use cookies

A cookie is a small piece of text sent to your browser by a website you visit. The information stored within the cookie can allow website providers to remember information about your visit, e.g. date and time you last visited or your preferences and other settings. Cookies can play an important role in improving your browsing experience and without them some would say using the web would be a frustrating experience.

Analytics

We do however use website analytics to analyse the traffic on our servers. The analytics programs actively read the website log files (containing the details of each visit) and analyse page access for trends, data and information gathering and reporting uses.

Session State

We often use session state cookies to help improve our users browsing experience by understanding how often users visit our website services, pages accessed and whether users experience error messages while using the website services.

Should you decide to block our cookies you may render our website services unusable.

Managing cookies

Your browser should provide the facility to manage how cookies are handled. Please consult the browser technical support documentation for further details and instructions.

Blocking website cookies from our website and services may prevent our services from functioning correctly or at all.

How we store and protect your Personal Data

All information you provide to us is stored on our secured servers hosted with Fasthosts which may not be based in the United Kingdom. Any payment transaction communications will be encrypted and will be via a third-party vendor such as PayPal. Credit card numbers are used for processing payments only and are not stored or retained on our servers in any way.

Passwords and access codes grant you access to our services and must be secured by you and kept confidential.

Access to our services via the internet will use encryption to help secure and protect your privacy. Absolute Micro Communications cannot guarantee the security of your data transmitted to / from our website services. By using our website services, you agree and accept that to do so is at your own risk.

Third Party Links

Review the privacy policies of third-party websites. Absolute Micro Communications cannot be held responsible for information provided on third party websites. You should review the relevant agreements, privacy policy, cookie policy etc before agreeing to share your data with any third party.

Updating your personal information

It is your responsibility to maintain accurate and up to date personal information. Access and update your personal details via our website Control Panel.

You should also update and maintain your personal preferences, including but not limited to, your communication preferences via email, phone, text message etc. Access and update your personal details via our website Control Panel.

Absolute Micro Communications Limited reserves the right to change this Privacy Policy without prior notice. You are advised to review our policy periodically.

Information Request

From 25th May 2018 you will be able to download the information we hold on you. Simply login to the control panel and request your download.

Your rights

Under certain circumstances, by law you have the right to:

Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.

Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below).

Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal data for direct marketing purposes.

Request the restriction of processing of your personal data. This enables you to ask us to suspend the processing of personal data about you, for example if you want us to establish its accuracy or the reason for processing it. You can also withdraw your consent, where this is the basis for our processing your data (without affecting the lawfulness of our previous processing based on consent).

Request the transfer of your personal data to another party.

Please note that the above rights are not absolute, and we may be entitled to refuse requests where exceptions apply.

How long your information is kept

Your personal data will be kept for as long as necessary for each purpose we use it. For most data, this means we retain it for so long as you have a valid account with us and for a period of up to six years after your last interaction with us (for accounting, tax reporting and record-keeping purposes).

Your Marketing Preferences

We will always respect your wishes in respect of what type of communications you want to receive from us and how you want to receive them. There are some communications, however, that we need to send you regardless of your marketing preferences in order for us to fulfil our contractual obligations to you as a user of our Services. Examples of these essential service communications are:

- Records of transactions, such as payment receipts or PayPal confirmations (as applicable).
- Membership related mailings such as your membership renewal reminder, notices of formal meetings and information about Service closures and Service interruptions.

You can request that your details are not used by Absolute Micro Communications Limited for marketing purposes. Simply login to the control panel and set your marketing preference.

Contacting Absolute Micro Communications Limited

If you have any questions about this privacy policy or how we process your personal data, or if you wish to exercise any of your legal rights, please contact us:

E-mail: to support@amcl.co.uk

Or by post: Absolute Micro Communications Limited. The Long Barn Walton Road, Walnut Tree, Milton Keynes. MK7 7AF

If you are not satisfied with how we are processing your personal data, you can make a complaint to the Information Commissioner. You can find out more about your rights from the Information Commissioner's Office website: www.ico.org.uk