This privacy notice tells you what to expect us to do with your personal information here at Alfie Web Solutions.

Contact details

You may also raise a request ticket online at support.alfieweb.com, we always recommend this method before email. However, if you wish to you may email us via support@alfieweb.com. You may also call our service desk on 0333 799 2107.

What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery**:

- Names and contact details
- Addresses
- Purchase or account history
- Payment details (including card or bank information for transfers and direct debits)
- Credit reference information
- Account information
- Website user information (including user journeys and cookie tracking)

We also collect or use the following special category information to **provide services and goods, including delivery.** This information is subject to additional protection due to its sensitivity:

- Biometric information (where used to identify someone)

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We collect or use the following information for **the operation of customer accounts and guarantees**:

- Names and contact details
- Addresses
- Payment details (including card or bank information for transfers and direct debits)
- Purchase history
- Account information, including registration details
- Marketing preferences

We also collect or use the following special category information for **the operation of customer accounts and guarantees.** This information is subject to additional protection due to its sensitivity:

- Biometric information (where used to identify someone)

We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details
- Account information
- Purchase or service history
- Customer or client accounts and records

We also collect the following special category information for **dealing with queries, complaints or claims.** This information is subject to additional protection due to its sensitivity:

- Biometric information (where used to identify someone)

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Lawful bases and data protection rights

Under UK data protection law, we must have a "lawful basis" for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO's website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO's website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. You can read more about this right here.
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. You can read more about this right here.
- **Your right to erasure** - You have the right to ask us to delete your personal information. You can read more about this right here.
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. You can read more about this right here.
- **Your right to object to processing** - You have the right to object to the processing of your personal data. You can read more about this right here.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. You can read more about this right here.
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. You can read more about this right here.

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If you make a request, we must respond to you without undeath and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent - we have permission from you after we give you all the relevant information. All your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Public task – we must collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. All your data protection rights may apply, except the right to erasure and the right to portability.

Our lawful bases for collecting or using personal information for **the operation of customer accounts and guarantees** are:

- Consent - we have permission from you after we give you all the relevant information. All your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Public task – we must collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. All your data protection rights may apply, except the right to erasure and the right to portability.

PRIVACY POLICY CONTINUES ON THE NEXT PAGE

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Consent - we have permission from you after we give you all the relevant information. All your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Public task – we must collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. All your data protection rights may apply, except the right to erasure and the right to portability.

Where we get personal information from

We get information from our own system (Blesta), users input their data such as Name, Address, Email, Phone Number and we can see it this is used for when payments are being processed by our system (for this we use stripe). Our Blesta billing system is hosted in the UK on a server owned by Namecrane LLC. All your website files and anything you do on any of our hosting packages are stored on the DirectAdmin server, this is owned by Innova Communications Ltd. If you are to purchase a Discord Bot Hosting package from us, this is a server which we manage but rent from Contabo GmbH. Our professional email hosting is a server owned by Namecrane LLC.

How long we keep information

Your personal data is stored in our system until we manually delete it upon request, if you do not use your client account it will be moved to the inactive status however, your information is still stored and will only be deleted upon your request.

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How do I request for my data to be deleted

If you would like for any of your personal data to be deleted from our servers, you have a legal right to according to the United Kingdom General Data Protection Act of 2018. This needs to be requested and completed by a human.

To have this completed, please email the Data Protection Officer at dpo@alfieweb.com, or phone 0333 799 2107 and request for the Data Protection Officer. By law, we have one calander month to respond to your request, however, we aim to respond to all requests within seven days.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: https://www.ico.org.uk/make-a-complaint

END OF PRIVACY POLICY