

Privacy Policy

SpiderGroup (13Spiders LTD) are committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

This Policy will be reviewed and updated from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, contacting us or working with us you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to info@spidergroup.co.uk, by writing to SpiderGroup, HERE, Bath Road, Bristol, BS4 3AP, or by telephone on 0117 9330570.

Who are we?

SpiderGroup offer IT, Digital and web services to businesses and charities. SpiderGroup is the trading name of 13Spiders limited liability company (no. 05154859). The registered address is SpiderGroup, HERE, Bath Road, Bristol, BS4 3AP.

How and why we collect information

We obtain information about you when you use our website (for example, when you contact us about products and services or if you register to receive one of our weekly newsletters), when doing business with you and when speaking on the phone with you.

Legal basis for collecting your information

1. You have given consent to have your data processed for the specific purpose/s (for example, subscribing to our newsletter or applying for a job on our website)
2. Processing is necessary for pursuing a legitimate interest (for example, when you enter into a contract with SpiderGroup to provide products of services)

What information is collected

The personal information we collect might include your name, address, phone number, email address, IP address, and information regarding what pages are accessed and when. If you purchase a product or service from us, your bank information is held by us.

How we use the information

We may use your information to:

- process orders that you have submitted;
- to carry out our obligations arising from any contracts entered by you and us;
- dealing with entries into a competition;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you notifications of service outages or security issues
- send you communications which you have requested and that may be of interest to you. These may include information about new products and services, security concerns, promotions of our goods and services;
- process job applications.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or if is set out in any relevant contract you hold with us.

Who has access to your information

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

Third Party Service Providers working on our behalf: We may pass your information to our third-party service providers, agents subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example to provide backup services, hosting, process direct debits and sending you mailings). When we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct purposes. Please be reassured that we will not release your information to third parties beyond SpiderGroup for them to use for their own direct marketing purposes, unless we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

Third Party Product Providers we work in association with: We work closely with various third-party product providers to bring you a range of quality and reliable products and services designed to meet the needs of our customers. When you enquire about or purchase one or more of these products/services, the relevant third-party product provider will use your details to provide you with information and carry out their obligations arising from any contracts you have entered with them. In some cases, they will be acting as a data controller of your information and therefore we advise you to read their Privacy Policy. These third-party product providers will share your information with us which we will use in accordance with this Privacy Policy.

We may transfer your personal information to a third party as part of a sale of some or all of our business and assets to any third party or as part of any business restructuring or reorganisation, or if we're under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our customers. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

Your choices

You have a choice about whether you wish to receive information from us. If you do not want to receive direct marketing communications from us about best practice recommendations, security alerts and our products and services, then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information.

We will not use your personal information for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email: info@spidergroup.co.uk or telephone on 0117 9330570.

How you can access and update your information

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at info@spidergroup.co.uk, or write to us at: SpiderGroup, HERE, Bath Road, Bristol, BS4 3AP. Alternatively, you can telephone 0117 933 0570.

You have the right to ask for a copy of the information we hold about you.

Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it's treated securely. Any sensitive personal information (as defined in GDPR) you submit to us is encrypted and protected during transit and at rest.

Non-sensitive personal details (your email address etc.) are encrypted when transmitted over the Internet when using systems within our control (e.g. our website and our other hosted services like exchange email). However, if you submit information to us using a system outside our control (e.g. your personal email account) we cannot guarantee it to be 100% secure whilst in transit to us as it may be transmitted unencrypted across the internet.

We strive to protect your personal information however we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password which enables you to access certain parts of our websites and/or services, you are responsible for keeping this password confidential.

Profiling

We may analyse your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you. We may make use of additional information about you when it is available from external sources to help us do this effectively. We may also use your personal information to detect and reduce fraud and credit risk.

Use of 'cookies'

Like many other websites, SpiderGroup website/s use cookies. This helps us to improve our website and deliver a better more personalised service.

It is possible to switch off cookies by setting your browser preferences. Turning cookies off may result in a loss of functionality when using our website.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

16 or Under

We do not knowingly hold or collect any data relating to those 16 and under and ask that you do not submit any personal information to us if you fall into this category. If, however you do send us personal information and are aged 16 or under, please get your parent/guardian's permission beforehand.

Transferring your information outside of Europe

In most cases your data is stored within UK data centers and occasionally the European Union.

In the unlikely event the information which you provide to us is to be transferred to countries outside the European Union ("EU") we will inform you and we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

Policy Review

We keep this Policy under regular review. This Policy was last updated in April 2018.