



THE OUTSTANDING
WEBSITE COMPANY
AWARD WINNING
DIGITAL AGENCY

Privacy Policy

March 2018

This privacy policy sets out how Outstanding Web uses and protects any information that you give us when you use this website. It contains important information on who we are, how and why we collect, store, use and share personal data, your rights in relation to your personal data and on how to contact us and supervisory authorities in the event you have a complaint.

In using personal data, we are regulated by the General Data Protection Regulation (GDPR) which applies across the European Union (including the UK). We are responsible as controller of your personal data. Under GDPR, personal data means any information relating to an identified or identifiable natural person by which such person can be identified.

Outstanding Web is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Outstanding Web may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

This policy was last published in August 2017 and updated in March 2018.

Who we are

WOW Design Solutions Limited trading as Outstanding Web is a limited company registered under company number 09008357 whose registered office is Unit 15 Hockliffe Business Park, Watling Street Hockliffe, Leighton Buzzard, Bedfordshire, United Kingdom, LU7 9NB. Outstanding Web collects, uses and is responsible for certain personal data about you.

What we collect

We may collect the following personal data:

- Your full name and job title
- Contact information including telephone number and email address
- Demographic information such as address, postcode
- Company Details
- Preferences and interests
- Other information relevant to customer surveys and/or offers

What we do with the personal data we gather:

We require this personal data to understand your needs and provide you with a better service, and in particular for the following reasons:

- contact clients
- provide marketing, advertising and public relation services to our clients
- maintain our accounts and records
- promote our services
- undertake research
- We may use your data to improve our products and services.

- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your personal data to contact you for market research purposes. We may contact you by email, phone or mail. We may use the information to customise the website according to your interests.

Authority for use of personal data

In relation to general use of this website including marketing, advertising and promoting our services, we rely on your consent to processing of personal data at Article 6.1(a) of the GDPR.

In relation to performance of the contract or taking steps towards performance of a contract, we rely on Article 6.1(b) of the GDPR to justify use of your personal data.

During and after performance of your contract, we rely upon Article 6.1(c) of the GDPR as processing is necessary for us to comply with the legal obligation.

Who we share your personal data with

We will share personal data with law enforcement or other authorities if required by applicable law.

We will not share your personal data with any other third party.

How long your personal data will be kept

We will hold personal data for 2 months.

We will hold invoices and receipts for a period of 6 years as we are required to retain this information by applicable UK tax law.

Where we have obtained data by consent, we will hold data until you withdraw consent.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any personal data which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Your rights

Under the GDPR you have a number of important rights free of charge. In summary, those include rights to:

- fair processing of information and transparency over how we use your use personal data
- access to your personal data
- require us to correct any mistakes in your information which we hold
- require the erasure of personal data concerning you in certain situations
- have your personal data sent to you or transmitted to a third party at your request
- object to processing of your personal data for direct marketing
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you
- object in some other situations to our continued processing of your personal data
- otherwise restrict our processing of your personal data in some circumstances

Controlling your personal data

You may choose to restrict the collection or use of your personal data in the following ways:

- whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want your personal data to be used by anybody for direct marketing purposes
- if you have previously agreed to us using your personal data for direct marketing purposes, you may change your mind at any time by writing to or
- emailing us at hello@outstandingweb.co.uk

If you would like to exercise any of the above rights, please write to The Outstanding Website Company, 5 Media Village, Liscombe Park, Soulbury, Leighton Buzzard, LU7 0JL or email us at hello@outstandingweb.co.uk.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any personal data found to be incorrect.

Security

We are committed to ensuring that your personal data is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the personal data we collect online. We have appropriate security measures in place to prevent personal data from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal data to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

How to complain

We hope that we can resolve any query or concern you raise about our use of your information.

The [GDPR](#) also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113.

How to contact us

Please contact us if you have any questions about this privacy notice or personal data we hold about you.

If you wish to contact us, please send an email to hello@outstandingweb.co.uk or write to The Outstanding Website Company, 5 Media Village, Liscombe Park, Soulbury, Leighton Buzzard, LU7 0JL.