

At Sub 6 Limited we like to be honest and open with our customers. Our Privacy Guarantee is a quick and simple summary explaining how we manage, share and look after your information.

Our Privacy Guarantee

We promise that we'll tell you how we use your data, be clear on what information we will collect from you and that the data received is stored securely.

Protecting your data is our number one priority

We promise to collect, process, store and share your data safely and securely. We'll also make sure that the other businesses we work with are just as careful with your data as per Art. 28 of the GDPR.

We use data to provide our services to you

We have to collect and store a small amount of information about you, such as your name, email address, physical address and contact telephone number. We also require payment details and if you are a business, a company number or VAT number may be requested.

In certain instances, we are also required to share your data with our trusted partners, such as our upstream domain registrars or security certificate suppliers in order to fulfil your service requirements. This is so that we can provide you with the products you ask for.

We use data to keep you informed

We can use the contact details you share with us to advise when your service may be approaching a renewal date or if it is close to reaching its capacity. We also need to be able to reach you should your service become compromised. Additionally, it is necessary to maintain contact for billing purposes.

We use data to determine which products to offer

The services offered to our customers can be influenced by demand.

If you choose to receive email marketing from us, we can let you know when new services become available or when there are special offers and promotions.

However, you are in control and you can opt-out of these mailings at any time.

We use data to protect our network and services

We have sophisticated monitoring capabilities in place to help us protect our network and services from unauthorised use or attempted attacks. This is for our, and our customers' legitimate interests.

We require accurate data

It is of great importance that we maintain accurate contact details for customers at all time. Details that are not maintained may result in the inadvertent disruption of service or more a rigorous security verification process if we are unable to identify you or an associated contact. These contact details may be kept current within our client portal.

You're in control of your data

If you would like to stop receiving marketing from us, you can review and amend your preferences at any time by logging into the client portal or emailing us at billing@clook.net.

If the data we hold on you is wrong, again it is possible to amend through the client portal or you can email us at billing@clook.net, let us know what needs updating and we will correct it.

Our Privacy Policy in full

This Privacy Policy applies to all customers.

Sub 6 Limited is committed to protecting your privacy. We take our responsibilities regarding the security of customer information very seriously. This privacy policy explains what personal data we collect about you, how and why we use it, who we disclose it to, and how we protect your privacy.

1. Who is responsible for your data

This Privacy Policy applies to the personal data that Sub 6 Limited collects and uses.

References in this Privacy Policy to “Sub 6 Limited”, “Clook Internet”, “we”, “us” or “our” mean Sub 6 Limited (a company registered in England and Wales with registration no 4439133 and registered office at Suite 3e Ribble House, Meanygate, Bamber Bridge, Preston, PR5 6UP).

We control the ways your personal data are collected and the purposes for which your personal data is used. We are the “data controller” for the purposes of data protection law.

2. Personal data we collect about you

Our Privacy Policy references the term “personal data”. By this, we mean information that relates to you and allows us to identify you, either directly or indirectly. Your personal data may include for example your name, your contact details, information relating to your service with us (for example your domain name) or information on how you use our website or how you interact with us.

We collect some personal data from you, for example when you order a service with us, use our website or send us an email or contact us by telephone.

Categories of data we collect

We may collect and process the following categories of information about you:

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| Your name and your contact details (email address, telephone number and postal address) If you are purchasing as a business we also ask for your business name and VAT Number if applicable | When you create an account on our website When you place an order When you submit a review |
| Information about your Service | When you place an order When you submit a support request |
| Details of your payment transactions including payment card information | When you purchase services or products with us |
| The communications you exchange with us (for example, your emails, letters, calls, or your messages on our online chat service) | When you contact us or we contact you |
| Your posts and messages directed to us on social media | When you use this avenue to interact with us |
| Your feedback | When you reply to our requests for feedback, participate in our customer surveys or submit a review |
| Information about how you use our website | When you browse our website |

3. How and why we use your personal data

We use your personal data for the following purposes:

To manage your account and provide our services to you

When you order a product with us, we use your information to activate that service. For example to set up your web hosting, register a domain or activate an email package. We also use it to make amendments to your products if you request such changes. These activities are necessary to perform our contract with you.

To communicate with you and manage our relationship with you

Occasionally we may need to contact you by email and/or SMS for administrative or operational reasons, for example in order to send you confirmation of your orders and your payments, to notify you when a product is up for renewal or to advise you of any disruption of service. These notifications are necessary to perform our contract with you.

Please be aware that these communications are not made for marketing purposes and as such, you will continue to receive them even if you opt-out from receiving marketing communications.

We will also use your personal data if we contact you after you have sent us a support request, filled in a web-form through our website or contacted us on social media.

Your opinion is very important to us, so we may send you an email to seek your feedback.

We will use the communications you exchange with us and the feedback you may provide in order to manage our relationship with you as our customer and to improve our services and experiences for other customers.

To personalise and improve your customer experience

We may use your personal data in order to tailor our services to your needs and preferences, and to provide you with a personalised customer experience. For example, if you purchase web hosting with us we may send you offers relevant to the package you have.

We may also collect information on how you use our website, which pages of our website you visit most, which products you search for and what products you go on to buy. We may use this information to tailor the content and offers that you see on our website and, if you have agreed to receiving marketing communications, to send you relevant promotions that we think you may like.

If you are in the process of ordering a service when logged in to your account and you leave our website before your order has been placed, we may contact you in order to help you easily complete your purchase.

This processing is for the legitimate interest of providing the best customer experience we can.

To keep you updated with company news and offers that you may be interested in

If you have indicated that you are happy to receive marketing communications from ourselves by specifically opting in we may send you offers and promotions from time to time. This will only happen should you choose to do so. You have the opportunity to select to receive these communications when you create an account on our website or order a service with us. You can also request that we send you marketing communications through managing your preferences in your account.

If you are happy to receive marketing communications, we will provide you with details of new products and services that you may be interested in or offers that you may like.

We will never share your contact details and other personal data with other companies for marketing purposes, unless we have obtained your consent to do so.

If you do not want to receive marketing communications from us, you can simply tell us so by making the relevant selection from within the online client portal. You can also choose to opt out from receiving marketing communications at any time, by clicking on the relevant unsubscribe link at the bottom of any marketing related email you may receive from us.

If you prefer, you can also call our Customer Service team and express your preference to not receive marketing communications (Tel. 03300 885 250) or send an email to billing@clook.net with the subject message of “Unsubscribe”.

To improve our services, fulfil our administrative purposes and protect our business interests

The business purposes for which we will use your information include accounting, billing and audit, credit or other payment card verification, fraud screening, safety, security and legal purposes, statistical and marketing analysis, systems testing, maintenance and development. Where this processing is not required by law, it is done for the legitimate interest of running our business.

To promote the business and our services

We never publish customer testimonials without seeking permission first. This will be done in the form of a personal email to ask whether we can use your comments on our website and/or promo material. Testimonials submitted to hosting directories or other public websites will be assumed as safe to use without seeking permission first.

To comply with our legal obligations

For example, if we are approached by authorities regarding content stored on our servers.

4. Your rights

The data protection framework gives you a lot of rights, including the right to request from us access to and rectification or, in some circumstances, erasure of your personal data or restriction of processing, or to object to processing, as well as the right to data portability.

Subject Access Requests should be accompanied with our Subject Access Request Form, as this helps make sure we have the information necessary to respond to you promptly and effectively.

If you want to exercise any of your rights, please email us at billing@clook.net and we'll do our best to help.

You also have the right to lodge a complaint about our processing of your personal data with the Information Commissioner's Office, but we very much hope you will talk to us and give us the chance to fix any problems first.

We will reply to all requests within one month of receipt. If requests are complex we reserve the right to extend the period of response by a further two months.

5. Retention periods

Once your service has ceased with us, any data held on our servers will be removed 30 days after the expiry of your contract.

Customer records, and accountancy and product details, will be held for as long as is reasonably required as per the original contract or else as required by law.

6. Security of your personal data

We are committed to taking appropriate technical and organisational measures to protect your personal data against unauthorised or unlawful processing and against accidental loss, destruction or damage to personal data.

When you provide your personal data through our website or our mobile app, this information is transmitted across the internet securely using high-grade encryption.

Furthermore, Sub 6 Limited is a PCI DSS compliant organisation. This means that we adhere to high security standards in order to protect your payment card details when you are sending us this information.

As described in this Privacy Policy, we may in some instances disclose your personal data to third parties. When this occurs, we require that third party to have appropriate technical and organisational measures in place to protect your personal data.

The information that you provide to us is stored within a secure online database with multiple layers of necessary protection in place.

We will retain your personal data for as long as we need it in order to fulfil our purposes set out in this Privacy Policy or in order to comply with the law.

7. Cookies or other tracking technologies

In order to improve our services, to provide you with more relevant content and to analyse how visitors use our website and app, we may use technologies, such as cookies, pixels or tracking software. Please be aware that in most cases we will not be able to identify you from the information we collect using these technologies.

For example, we use software to monitor customer traffic patterns and website usage to help us develop the design and layout of the website in order to enhance the experience of the visitors to our website. This software does not enable us to collect any personal data. In addition, in order to understand how our customers interact with the emails and the content that we send, we use pixels that allow us to know if the emails we send are opened or if the content of our emails is displayed in text or html form.

We also use cookies in our website. Cookies are small files stored on your computer which retain a small amount of data specific to you and your interaction with our website. Cookies allow us to tailor page content more specifically to you and in some cases are essential to the user experience, for example, our order form.

We use Google Analytics on this website to track visits and activity of visitors. This is done so that we can improve our website and the experience of those using it and also to measure business performance. No personal information is gathered or stored during this process, only data related to your computer type, browser type and region/country.

For further information about Google Analytics and the cookies set please see the Google Analytics Cookies website.

We also utilise cookies in the blog section of our website for core functionality along with our ordering process/shopping cart. Additional cookies are used in the 'share' section of the sidebar on most of our web pages to keep track of any social networks visitors have shared links to the webpage and (ironically) to keep track of visitors who have accepted our use of cookies on the website. Disabling cookies will affect the usage of this website and further information on doing this in most browsers can be seen at www.aboutcookies.org.

8. Sharing your personal data

Your personal data may be shared with other companies within our Group. It may also be disclosed to any third party who acquires us.

We may disclose your personal data to our insurers and/or professional advisers where reasonably necessary for the purposes of managing risk, obtaining professional advice, or the establishment, exercise or defence of legal claims, whether in court proceedings or in an administrative or out-of-court procedure.

It may be necessary to share your name and contact details to third party service providers in order to activate certain products — for example, domain names, and SSL certificates.

Financial transactions relating to our website and services may be handled by our payment service providers. We will share transaction data with our payment services providers only to the extent necessary for the purposes of processing your payments, refunding such payments and dealing with complaints and queries relating to such payments and refunds.

In addition to the parties listed above, we may disclose your personal data when this is required by the law of any jurisdiction to which Sub 6 Limited may be subject.

9. Updates to our Privacy Policy

We may make changes to this Privacy Policy from time to time. Revisions will be communicated via the Internet with an announcement being posted within our community forums and/or your client portal.

10. Contact information

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to billing@clook.net.