

# Privacy Policy v1.0



**CYBERJAG**  
FIERCE ABOUT QUALITY

## Background

[CyberJag](#) understands your privacy is important and cares about how your personal data is used. We respect and value the privacy of all of our clients and employees. We will only collect and use personal data in ways that are consistent with our obligations and your rights under the law.

## Information about us

CyberJag is an experienced IT organisation with over 6 years of experience in delivering to a range of sectors & business sizes. Our website address is:

<https://cyberjag.uk>.

## What does this Policy cover?

Our Privacy Policy explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

## What is personal data?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the 'GDPR') as 'any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier'.

Personal data is any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

The personal data that we use is set out below.



## What are my rights?

- Under the GDPR, you have the following rights, which we will always work to uphold:
  - The right to be informed about our collection and use of your personal data. This Privacy Policy should tell you everything you need to know, but you can always contact us to find out more using the details below.
  - The right to access the personal data we hold about you.
  - The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete.
  - The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we have.
  - The right to restrict (i.e. prevent) the processing of your personal data.
  - The right to object to us using your personal data for a particular purpose or purposes
  - The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases
  - Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

Further information about your rights can also be obtained from the [Information Commissioner's Office](#) or your local [Citizens Advice Bureau](#).



## What personal data do you collect?

When you visit our website, we automatically collect the following types of personal information:

- Technical information, including the internet protocol (IP) address used to connect your device to the internet, browser type and version, time zone setting, browser plug-in types and versions and operating systems and platforms.
- Information about your visit to the websites, including the uniform resource locator (URL) click-stream to, through and from the website (including date and time), services you viewed or searched for, page response times, download errors, length of visits to certain pages, referral sources, page interaction information (such as scrolling and clicks) and methods used to browse away from the page

We may collect some or all of the information when you directly supply it to us. This may include some or all the following depending on your relationship with us:

- Full name
- Email Address
- Telephone Number
- Payment Details



## How do you use my personal data?

Under the GDPR, we must always have a lawful basis for using personal data. This may be because the data is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate business interests to use it.

- Supplying our services to you. Your personal details are required in order for us to enter into a contract with you, pay you and carry out due diligence.
- Communicating with you. Supplying you with information about opportunities or services by email, post, telephone and other electronic methods.

You will not be sent any unlawful marketing or spam if you have indicated that you do not wish to receive this. We will always work to fully protect your rights and comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.

## How long will you keep my personal data?

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore be kept while you wish to remain a client or potential client of CyberJag and for up to 12 months after such time.

## How and where do you store or transfer my personal data?

Ordinarily we will only store or transfer your personal data within the European Economic Area (the 'EEA'). The EEA consists of all EU member states, plus Norway, Iceland, and Liechtenstein. This means that your personal data will be fully protected under the GDPR or to equivalent standards by law.



## Do you share my personal data?

We do not share, sell or rent your personal information to third parties for marketing purposes.

If any of your personal data is required by a third party, in the delivery of the services you have requested, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law.

If any personal data is transferred outside of the EEA, we will take suitable steps in order to ensure that your personal data is treated just as safely and securely as it would be within the UK and under the GDPR.

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.



### How can I access my personal data?

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as an 'information request'. All 'information requests' should be made in writing and sent to the email or postal addresses shown below.

There is not normally any charge for an information request. If your request is 'manifestly unfounded or excessive' (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your information request within one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

### How do I contact you?

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details:

Email: [enquiries@cyberjag.uk](mailto:enquiries@cyberjag.uk)

### Changes to this Privacy Policy

We may change this Privacy Policy from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.