

This site is operated by Broadband Wherever Ltd

This privacy policy sets out how Broadband Wherever uses and protects any information that you give us when you use this website, fill out an enquiry form or call us.

Broadband Wherever 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.

We take your privacy seriously and will only use the information you give us to administer your account, and to provide products, services, or information that you have requested. Sometimes we may need to pass information onto a third party (for example when setting up a Direct Debit) When we do we will use safe, GDPR compliant services and will not pass your personal details to anyone else. See Third party data processors below.

Broadband Wherever 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 is effective from 25th May 2018.

What we collect

We may collect the following information:

- Name
- Telephone Number & email address
- Demographic information such as postcode
- Other information relevant to customer offers and products
- Your IP address, browser type, and pages visited – Via Google Analytics

If you email us, either directly or via a contact form, this data is not stored on our web site. It is added to our CRM for the purpose of follow up enquiries. If you have called us, any paper notes will be shredded within 72 hours, after your information has been added to our secure CRM (Customer Relationship Management)

If you decide not to proceed with any of our services and your enquiry is considered “Closed” your details, and any emails, will be permanently deleted from the CRM within 7 days.

What we do with the information we gather

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

- Internal record keeping.
- For the processing of on line orders, we will store your contact details & address for the purpose of carrying out installations and subsequent billing, this is stored on our CRM, no orders are stored on the web site.

- 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.
- To customize advertising, such as Google Analytic Cookie, and site content

Security

We are committed to ensuring that your information is secure. To prevent unauthorized access or disclosure, we have put in place suitable physical, electronic, and managerial procedures to safeguard and secure the information we collect online.

Third Party Data Processes

Site Tracking - Google

We collect visitor behavior on our web site by the use of Google Analytics. This will tell us which pages you have visited, and how long you were on that page for. It does not tell us any personal information about you, just the pages you have looked at. Google Analytics also records your computer IP address, but Google do not give us access to this information.

For more information on Googles Privacy Policy: <https://policies.google.com/>

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.

For more information on cookies see: www.aboutcookies.org

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 information 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.

Go Cardless

We use Go Cardless for the purpose of setting up a Direct Debit with our customers. For more information please see Go Cardless privacy Policy: <https://www.gocardless.com/legal/>

Microsoft

Our company emails are run through Microsoft office 365 for business. All emails sent to us or by us are stored on Microsoft's, secure mail servers.

For more details on Googles Privacy Policy: <https://privacy.microsoft.com/en-gb/privacystatement>

Integration of the Trusted Shops Trustbadge.

Following an order, the Trusted Shops Trustbadge is incorporated into this web page in order to display our Trusted Shops Trustmark for buyers and the eventually collected reviews, as well as the Trusted Shops product offer.

In balancing the various interests, this serves to safeguard our legitimate prevailing interests in an optimized marketing of our offer. The trustbadge and the services advertised are an offer of Trusted Shops GmbH, Subbelrather Str. 15C, 50823 Köln.

Whenever a trustbadge is called up, the web server automatically stores a so-called server log file which contains, for example, your IP address, the date and time of retrieval, the data volume transferred and the requesting provider (access data), and documents the retrieval. This access data will not be evaluated and will be automatically overwritten seven days after your visit to the page.

Other personal information will only be transferred to Trusted Shops if you decide, after completing an order, to use Trusted Shops products or have already registered for their use. In this case, the contractual agreement between you and Trusted Shops applies.

For more information please visit: <https://www.trustedshops.co.uk/imprint/>

Controlling your personal information

You may choose to restrict the collection or use of your personal information 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 the information to be used by anybody for direct marketing purposes
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at info@broadbandwherever.net

You may request details of personal information which we hold about you. A small fee will be payable. If you would like a copy of the information held on you please write to Broadband Wherever, Unit C4 Grovelands Avenue, Winnersh, Wokingham, RG41 5LB.

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 information found to be incorrect.

For full details of your rights, please visit the ICO Website: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

Breaches of Data.

We will report any breach of personal data held by us to the ICO within 72 hours of us becoming aware of the breach

This will be reported to: <https://ico.org.uk/for-organisations/report-a-breach/personal-data-breach/>