

Our Company Privacy Policy

Our Company is part of the Our Company Group which includes Our Company International and Our Company Direct. This privacy policy will explain how our organization uses the personal data we collect from you when you use our website.

Topics:

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- How do we collect your data?
- How will we use your data?
- How do we store your data?
- Marketing
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What data do we collect?

Our Company collects the following data:

- Personal identification information (Name, address, email address, phone number)
- Devices, Portals, Server passwords – on your company's request
- Support plan number, specifications of devices, issues we have assisted with
- Record telephone calls for training and referral purposes

How do we collect your data?

You directly provide Our Company with most of the data we collect. We collect data and process data when you:

- Register online or place an order for any of our products or services.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
- Use or view our website via your browser's cookies (Google Analytics data).

Our Company may also receive your data indirectly from the following sources:

- End User System protection with [F-Secure](#)
- Data backups using <https://www.datto.com/legal/privacy-policy> Datto and [Druva Insync](#)
- Newsletter via [Mailchimp](#)
- Making payments [GoCardless](#) and [Worldpay](#)

Click on individual names for Company Policies

How will we use your data?

Our Company collects your data so that we can:

- Virus notifications and system and third party updates.
- Restore your data should you lose them.
- Process your order, manage your account.
- Email you with special offers on other products and services we think you might like.

Our Company may share your data with our partner companies so that they may offer you their products and services.

- Microsoft Office 365
- F-Secure
- Datto
- Druva Insync
- Mailchimp
- GoCardless
- Worldpay
- ACP

When Our Company processes your order, it may send your data to, and use the resulting information from, credit reference agencies to prevent fraudulent purchases.

How do we store your data?

Our Company securely stores your data on cloud devices such as Microsoft Office 365 and local encrypted machines. All data is secured with two-step verification and end user protection/VPN.

Our Company will keep your invoices/services data for a minimum of six years, passwords, backups are kept until services are terminated or your company given written request to delete. Once this time period has expired, we will delete your data by removing from all systems.

Marketing

Our Company would like to send you information about products and services of ours that we think you might like, as well as those of our partner companies.

- Microsoft Office 365

- F-Secure
- Datto
- Druva Insync

If you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop Our Company from contacting you for marketing purposes or giving your data to other members of the Our Company Group.

If you no longer wish to be contacted for marketing purposes, please click here remove@verbo.co.uk .

What are your data protection rights?

Our Company would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access - You have the right to request Our Company for copies of your personal data. We may charge you a small fee for this service.

The right to rectification - You have the right to request that Our Company correct any information you believe is inaccurate. You also have the right to request Our Company to complete information you believe is incomplete.

The right to erasure — You have the right to request that Our Company erase your personal data, under certain conditions.

The right to restrict processing - You have the right to request that Our Company restrict the processing of your personal data, under certain conditions.

The right to object to processing - You have the right to object to Our Company's processing of your personal data, under certain conditions.

The right to data portability - You have the right to request that Our Company transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email: info@verbo.co.uk

Call us at: 01474 353277

Or write to us: 11 Station Road, Northfleet, Kent DA11 9DY

What are cookies?

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

For further information, visit allaboutcookies.org.

How do we use cookies?

Our Company uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website

What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

- **Functionality** — Our Company uses these cookies so that we recognise you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.
- **Advertising** — Our Company uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address. Our Company sometimes shares some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through cookies with our advertising partners. This means that when you visit another website, you may be shown advertising based on your browsing patterns on our website.

How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

Privacy policies of other websites

The Our Company website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

Our Company keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 24th September 2019.

How to contact us

If you have any questions about Our Company's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: info@verbo.co.uk

Call us: 01474 353277

Or write to us at: 11 Station Road, Northfleet, Gravesend, Kent DA11 9DY

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Our Company has not addressed your concern a satisfactory manner, you may contact the Information Commissioner's Office.

