

PRIVACY POLICY FOR IDENTITY CENTRE LTD

DEVONSHIRE BUSINESS CENTRE

AVIARY COURT

BASINGSTOKE

HAMPSHIRE

RG24 9ST

This Privacy Policy outlines what you can expect from Identity Centre Ltd when we collect your data.

Identity Centre Website

Please note that our website at www.identitycentre.co.uk is used as a 'shop front' for the goods we make and supply.

We do not collect the Names or Addresses of customers visiting the site, nor do we use any proprietary tracking tools on our website.

Website provider

Our website provider is Toolkit Websites. They use Rackspace Apps Email Services. These are hosted in the U.S., however with Encryption as standard for Rackspace Email as well as their [Privacy Shield Certification](#), their data security and general service adheres to the GDPR legislation

Toolkit Websites do not use or process any of our client data.

IP Addresses of Customers Visiting the Site

IP addresses of visitors to our site are automatically logged by our web server. This data is used for no other purposes than to prevent spammers or targeted attacks on our server. Users visiting our site are not personally identifiable through this data.

Cookies

Our website by default track Absolutely Necessary Cookies.

As standard our website only creates two Cookies and these cookies are 'Absolutely Necessary' for the functioning of our website. These cookies are 'ASP.NET_SessionId' and "JSESSIONID".

ASP.NET_SessionId' stores a 'Session ID' which is used by Microsoft .NET Framework to deliver the web pages to the visitor.

The New Relic JSESSIONID cookie is used to store a session identifier so that New Relic can monitor session counts for our applications. The cookie value is generated by Jetty.

We use [New Relic](#) to help us track any potential server errors and review the performance of our hosting platforms.

These cookies expire at the end of sessions which is when a visitor goes to another website or closes their browser window.

Because they do not remain on your computer they have no way of tracking your website usage or retaining any of your data post expiry. This means consent is not required.

We can confirm that according to our interpretation of the current guidance from the ICO (the Information Commissioners Office) & recent GDPR (General Data Protection Regulation) legislation that our website which is hosted by Toolkit Websites LTD do not use third party tracking or analytic services and are compliant, as standard, with EU Cookie Laws.

Statements and the information provided across our website about GDPR is based on our interpretation of the legislation. It is not legal advice. For concrete legal advice, you may wish to talk to a solicitor.

Google Analytics

We use a standard implementation of Google Analytics. Google collects a lot of data from every visit / visitor to our website but it does not store any personally identifiable information.

Explicit consent is not needed for non-privacy intrusive cookies like Google Analytics. Cookies set by a visited website counting the number of visitors to that website do not require consent.

Data Collection via A Website Form

We do have a form that allows you to submit a query to us and this form will contain your email address and the details of your query. This query is sent to us by email in an unencrypted form.

Once received this data will be used to respond to you and the record of the email will be deleted.

According to the ICO, personal data is any information related to a person, that can be used to directly or indirectly identify that person.

Details that count as personal data have been extended to include online identities, such as:

- work email address
- personal email address
- phone numbers
- online identities/usernames
- cookies
- IP address
- health records
- biometric data

We do not send unsolicited marketing material to customers who contact us in this way unless they explicitly 'opt-in'.

Sharing Customer Data

We take your privacy seriously and we will not pass on your information to anyone else.

We hold our customer records offline and this data is used purely to fulfil orders placed by the customer and is not shared with other third parties. This means that we will always ensure that your details are kept confidential, secure and up to date.

When you request information from Identity Centre we register your name, address and details of the products you are interested in. We also ask you for a telephone number and email address so that we may follow up your request, though this is certainly not obligatory.

We read every email or web enquiry and endeavour to respond within 24 hours of its receipt.

Your details are kept secure on our own database. Please let us know if you do not wish to be contacted at all, or the terms on which you should be contacted (i.e. email only) and we will mark your record accordingly.

From time to time we will contact you with our news and our product developments, but assure you that we won't bombard you with junk mail or unwanted spam.

If you wish to update your details at any time or have them removed from our records completely, please let us know at info@identitycentrec.co.uk

Alternatively you can telephone us on 01256 898680. We'll take the necessary action and confirm to you that this has been done.

If you have any questions about our privacy policy or would like any further information, please do contact us

Anne Hunter

Director