



# Intexta Web Services · Privacy Statement

## **1.0 About Intexta Web Services**

Intexta Web Services (referred to below as “**Intexta**”, “**we**” or “**us**”) is a web design and development microstudio based in Wales, UK, with a pan-European reach and outlook. Intexta’s core services are:

- ) Website design, development, maintenance, content management and auditing
- ) Web application and interface design
- ) Database development
- ) Domain name consultancy, registration and maintenance
- ) Hosting of websites, web applications and databases
- ) Provision of email services
- ) Digital media development
- ) Social media management
- ) Translation and localisation
- ) Subediting and proofreading

Intexta may also provide other services on request, including – but not limited to – the design and processing of graphics; corporate identity development; the production of marketing materials or business stationery.

Our business office is located in Haverfordwest, Wales, UK. Full contact details will be provided on request to any party with a legitimate interest (e.g. if you are considering commissioning us to provide a service).

## **2.0 What is this document?**

This privacy statement sets out the basis on which we use any personal data we collect from you when you visit the Intexta website or its mirrors (see section 11.0 below).

### **3.0 What information do we collect about you?**

In general terms you can visit our website without providing any personal data. Website usage information of a nature which does not allow us to identify personal details of individuals is collected using cookies (see section 8.0 below). Personal data is only collected if you provide it voluntarily, for example by contacting us by email. Individuals or organisations who enter into a business relationship with Intexta (e.g. if you commission services or order goods from us), or who already participate in such a relationship, will be asked to agree to a separate data processing agreement which we will provide as required.

### **4.0 How do we use your personal information?**

When you email us (to one of the addresses listed in section 12.0 below) we collect your email address (as supplied in your email message) and stated name (as entered in your email settings). We store this information in encrypted form in our secure server-based helpdesk/ticketing system (known as Hexagon Helpdesk). We use this information to respond to your original email message and/or to conduct subsequent email-based conversations with you. If these exchanges do not result in a new business relationship between us, we will delete them and your personal data after no new messages have been exchanged between us for 90 days. If our email exchanges do lead to a new business relationship, you will be asked to agree to a separate data processing agreement. We will never share your personal information with any third party without your express written permission in advance, unless required to do so for legal reasons.

We reserve the right to disclose your personal information as required by law if we believe that disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud and/or to comply with a judicial proceeding, court order, or legal process served on our website.

## **5.0 Where is the information stored?**

In accordance with the EU's General Data Protection Regulation, email exchanges initiated after 24 May 2018 will be stored in our helpdesk/ticketing system (known as Hexagon Helpdesk) hosted on a secure server in a data centre within the UK, the EU or the EEA. Access to the helpdesk system is exclusively via standard internet encryption protocols (SSL). If we enter into a business relationship with you, you will be provided with login details enabling you to use the helpdesk system.

Email exchanges initiated on or before 24 May 2018 may additionally, or alternatively, have been stored in our cloud-based email management system provided by Google, Inc., and may physically be located on servers located outside the UK, the EU or the EEA. This does not affect your right to request access to, correction of, or deletion of, your information (see section 7.0 below).

## **6.0 Marketing**

We will not use your personal details to send you any marketing materials or any information not directly related to your initial enquiry (or to matters naturally arising from it in our subsequent email exchanges).

## **7.0 Access to and/or correction of your information**

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email our Data Protection Officer at the address in section 12.0 below. Information will be provided in machine-readable form, typically as an Excel spreadsheet in a password-protected zip file. We may make a small charge for this service.

We want to be sure that your personal information is accurate and up to date. You may ask us to correct or remove information which you think is inaccurate. To request corrections or deletions, please email our Data Protection Officer at the address in section 12.0 below.

## **8.0 Cookies and log files**

Cookies are small text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. Our website is multilingual (currently English and Welsh versions are available), and a cookie is also used to remember your language preference from one visit to the next.

More information about cookies is provided at [www.aboutcookies.org](http://www.aboutcookies.org) and [www.allaboutcookies.org](http://www.allaboutcookies.org).

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

In common with all modern websites, our web server stores standard log files containing information about access to the website and its resources. These log files do not contain personal data, but rather information which assists us in assessing the use, popularity and usability of the various pages and resources on the site. This information may include the IP address of your computer. Intexta will never attempt to trace that IP address to you personally.

## **9.0 Links to other websites**

The Intexta website contains links to other websites. This privacy statement applies only to the Intexta website and its mirrors (defined in section 11.0 below) and we are not responsible for the content or privacy policies of third-party websites. When you visit a website as a result of clicking on a link on the Intexta website, you should read the privacy policy/statement of that website before continuing.

## **10.0 Changes to this privacy statement**

We keep our privacy statement under regular review and will announce any updates on the home page of the Intexta website (see section 11.0 below). The Change Log (section 14.0 below) provides a historical overview of changes made.

## **11.0 The Intexta Website**

The primary address of the Intexta website is **www.intexta.com**. Website mirrors (the same content at a different address) can be found at [www.intecsta.co.uk](http://www.intecsta.co.uk), [www.intecsta.cymru](http://www.intecsta.cymru), [www.intexta.co](http://www.intexta.co), [www.intexta.co.uk](http://www.intexta.co.uk), [www.intexta.cymru](http://www.intexta.cymru), [www.intexta.de](http://www.intexta.de), [www.intexta.info](http://www.intexta.info), [www.intexta.net](http://www.intexta.net), [www.intexta.org](http://www.intexta.org), [www.intexta.org](http://www.intexta.org), [www.intexta.uk](http://www.intexta.uk), [www.intexta.wales](http://www.intexta.wales), [www.modularwebpace.co.uk](http://www.modularwebpace.co.uk) and [www.webdesign-wales.co.uk](http://www.webdesign-wales.co.uk). This privacy statement applies equally to visits to our website made via any of these addresses and with or without the www. prefix.

## **12.0 How to contact us**

The primary email address for initial enquiries about our services or products is **info@intexta.com**. We welcome enquiries in Welsh, which may be addressed to [post@intecsta.cymru](mailto:post@intecsta.cymru). Intexta clients are provided with a different email address to contact for matters relating to help, support and billing. **For enquiries relating specifically to data protection or privacy issues or to the content of this statement, please email our Data Protection Officer (dpo@intexta.com).**

## **13.0 Language**

Intexta is a multilingual organisation and we welcome enquiries in any of the following languages: Catalan, Croatian, English, French, German, Italian, Serbian, Spanish, Welsh.

As we are physically located in the UK and are subject to the law of England and Wales, some of our legal documentation (such as this privacy statement) may be available in English only, or in English and Welsh only.

## 14.0 Change Log

<b>Version</b>	<b>Date</b>	<b>Description</b>
1.0	24 May 2018	Initial version