



## PRIVACY POLICY

### Who we are

BlueStar Website Design. We are committed to maintaining trust and confidence to all of our website visitors. We will never sell, rent or trade email lists with other companies for marketing purposes. For that reason, in this Privacy Policy there is lots of information on when and why we collect your personal data and how we use it.

### Types of data we collect

#### Website Cookies

Our website use cookies to collect information. This includes information about browsing and purchasing behaviour by people who access our website: pages viewed, support requests and the customer journey around our websites. Detailed information is set out in our Cookie Policy.

You can set your browser not to accept cookies. However in a few cases some of our website features may not function as a result.

#### Google Analytics

When someone visits [bluestarcompany.co.uk](http://bluestarcompany.co.uk) we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

## Mailing/Customer Lists

As part of the registration process for support, documents and any other downloadable material that we offer to you on our website or directly, we collect personal information. We use that information for a few of reasons: to provide you with support; to provide you with hosting and website services; to tell you about stuff you've asked us to tell you about; to contact you if we need to obtain or provide additional information; to check our records are right and to check every now and then that you're happy and satisfied. We don't rent or trade email/customer lists with other organisations and businesses.

## Third Parties

Your information is only accessible to third parties that help us to manage our business, such as our Accountants, Hosting Provider and Software Developers where we need their help with software contained on your website.

Please rest assured that none of the above partners are able contact you unless you tell them this is acceptable. We will not share sensitive information or your payment details. This is something you will control.

## How long do we keep your information?

During the course of our relationship with you we'll retain personal data which is necessary to provide services to you for 7 years. We'll take all reasonable steps to keep your personal data up to date throughout our relationship.

These are **minimum** periods, during which we have a legal obligation to retain your records.

We reserve the right to retain data for longer where we believe it's in our legitimate interests to do so. In any case, we'll not keep your personal data for longer than 7 years after our relationship with you has ended.

You have the right to request deletion of your personal data. We'll comply with this request, subject to the restrictions of our regulatory obligations and legitimate interests as noted above.

## Hosting/Support

All our hosted servers are with Netcetera ([www.netcetera.co.uk](http://www.netcetera.co.uk)) based in the Isle of Man. Netcetera provide managed services to BlueStar. They are fully GDPR Compliant.

We may, from time to time, request the assistance of Netcetera to provide support for our customers. In which case we may need to give them some personal information in order for them to assist us.

BlueStar website uses SSL/TLS encryption to keep personal information private. However, data sent by other unencrypted methods, including email, may not be secure. Therefore, Netcetera cannot accept responsibility for loss of data that is beyond its control.

## Backup Data

All backup data is kept on a secure server which is not accessible by any third party.

## Access to your personal information

You are entitled to view, amend, or delete the personal information that we hold. Email your request to our data protection officer [eileen@bluestarcompany.co.uk](mailto:eileen@bluestarcompany.co.uk)

We will action these requests as quickly as possible for you.