



## Privacy Policy

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Your privacy is very important to us. This privacy statement explains what personal data Vertical Plus Limited collects from you when you use this website, through our products and interactions with you and how we use that data.

Vertical Plus Limited offers a wide range of products, from server products used to help operate UK businesses, domain name registrations and digital marketing services.

Topics covered:

- Personal data we collect
- How we use personal data
- Reasons we share personal data
- Marketing
- Access and amendments to your information
- Notice to end users
- Cookies
- Other websites
- Changes to our privacy policy
- How to contact us

### Personal Data we collect

We collect information from you when you purchase a service from us such as a hosting account or domain name registration. When you use our website we collect information about how you use the site via Google Analytics and this helps us to make our website easier to use and the content more useful.

We also collect information when you voluntarily complete customer surveys, provide feedback and participate in competitions.

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## How we use personal data

Vertical Plus uses the data we collect to operate our business and provide you with the products we offer. We also may use the data to communicate with you, for example, informing you about your account, security updates and product information.

We collect information about you to process your order, manage your account and, if you agree, to email you about other products and services we think may be of interest to you.

## Reasons we share personal data

We share your personal data with your consent or as necessary to complete any transaction or provide any product you have requested or authorised. We also share data with service providers working on our behalf; when required by law or to respond to legal process; to protect our customers; to protect lives; to maintain the security of our products; and to protect the rights or property of Vertical Plus Limited.

Vertical Plus Limited will not share your information for marketing purposes and also use information from credit reference agencies and fraud prevention agencies.

## Marketing

We would sometimes like to send you information about products and services which may be of interest to you but will only do so if your consent has been given. If you no longer wish to be contacted for marketing purposes, please email us at [privacy@verticalplus.co.uk](mailto:privacy@verticalplus.co.uk).

## Access and amendments to 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 ([privacy@verticalplus.co.uk](mailto:privacy@verticalplus.co.uk)) or write to us at the following address (Vertical Plus Ltd, Plymouth Science Park, 1 Davy Road, Plymouth, Devon PL6 8BX). There will be a £10 plus vat administration charge for this service.

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We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

How you can access or control your personal data will depend on which products you use.

You can always choose whether you wish to receive promotional emails, SMS messages, telephone calls and postal mail from Vertical Plus Limited.

**Notice to End Users**

Many Vertical Plus Limited products are intended for use by organisations and are administered to you by your organisation. Your use of Vertical Plus Limited products may be subject to your organisation's policies, if any. If your organisation is administering your use of the Vertical Plus Limited products, please direct your privacy enquiries to your administrator. When you use social features of such products, other users in your network may see some of your activity. Vertical Plus Limited is not responsible for the privacy or security practices of our customers, which may differ from those set forth in this privacy statement.

If you use an email address provided by an organisation you are affiliated with, such as an employer or school, to access Vertical Plus Limited online services, the owner of the domain (e.g. your employer) associated with your email address may: (i) control and administer your Vertical Plus Limited online services account and (ii) access and process your data, including the contents of your communications and files.

**Cookies**

Cookies are 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. For further information visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

You have browser controls to block and delete cookies and controls from some third-party analytics service providers to opt out of data collection through web beacons and similar technologies. Your browser and other choices may impact your experiences with our products.

Vertical Plus Limited does not use any tracking cookies.

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## Other websites

Our website contains links to other websites. We are not responsible for the privacy policies or practices of third party websites and you should read their own privacy policies.

## Changes to our privacy policy

We keep our privacy policy updated when Vertical Plus updates its policies. This privacy policy was last updated on 5 April 2018.

## How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you: by email ([privacy@verticalplus.co.uk](mailto:privacy@verticalplus.co.uk)) or by writing to:

Vertical Plus Limited  
 Plymouth Science Park  
 1 Davy Road  
 Plymouth  
 Devon  
 PL6 8BX

**Please note:** *Clients are responsible for ensuring their own compliance with various laws and regulations, including the European Union General Data Protection Regulation. Clients are solely responsible for obtaining advice of competent legal counsel as to the identification and interpretation of any relevant laws and regulations that may affect the clients' business and any actions the clients may need to take to comply with such laws and regulations. The products, services, and other capabilities described herein are not suitable for all client situations and may have restricted availability. Vertical Plus does not provide legal, accounting or auditing advice or represent or warrant that its services or products will ensure that clients are in compliance with any law or regulation.*

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