

Our privacy policy

Key details

This privacy policy describes how Gig Juice Limited protects and makes use of the information you give the company when you use its software services and products.

If you are asked to provide information when using this website, it will only be used in the ways described in this privacy policy.

This policy is updated from time to time. The latest version is published on this page. This privacy policy was updated on: 01 October 2020

Introduction

Only the information provided by the customer is stored. Any information that we hold on our customers is stored on our servers as a result of our software services and product being used.

We do not collect any other information about visitors except for anonymous data gathered by Google Analytics which we use to enhance website performance.

The information is accessible only to authorised individuals at Gig Juice Ltd.

What data we gather

We may collect the following information:

- Name
- Contact information including email address
- Demographic information
- Website and App usage data
- Other information relevant to client enquiries
- Other information pertaining to special offers and surveys

The data collected as a result of using the Gig Juice software is provided by the account customer for the sole purpose of operating the software as a service.

We will store this data securely in accordance with industry standards, and use it only for the purposes stated in this Policy.

All customer data is strictly the property of the customer and shall at no time be deemed as owned by Gig Juice.

If a customer is inactive for one year their records maybe archived. Archived files are stored for 5 years. After which they are securely destroyed.

How we use this data

Website collected data helps us understand what you are looking for from the company, enabling us to deliver improved products and services.

Specifically, we may use data:

- For our own internal records.
- To improve the products and services we provide.
- To reply to a specific enquiry.
- To customise our website or software products for you.

To notify you of our products, services or offers that may be of interest to you, where you have consented to receive it.

- To contact you via email, telephone or mail for market research reasons where you have consented to participate.

Cookies and how we use them

What is a cookie?

A cookie is a small file placed on your computer's hard drive. It enables our website to identify your device as you view different pages on our website and/or app.

Cookies allow websites and applications to store your preferences in order to present content, options or functions that are specific to you. They also enable us to see anonymous information about how customers are using the website/app.

How we use cookies

We may use cookies to:

- Analyse our web traffic using an analytics package. Aggregated usage data helps us improve the website structure, design, content and functions.
- Identify whether you are signed in to our services
- Store information about your preferences. The service can then present you with information you will find more relevant and interesting.
- To recognise when you return to our service. This helps us to show you relevant content and provide you with the functions and preferences you have previously confirmed.

Cookies do not provide us with access to your computer or any information about you, other than that which you choose to share with us.

Controlling cookies

You can use your web browser's cookie settings to determine how our website uses cookies. If you do not want our website to store cookies on your computer or device, you should set your web browser to refuse cookies.

However, please note that doing this may affect how our website functions. Some pages and services may become unavailable to you.

Unless you have changed your browser to refuse cookies, our website will issue cookies when you visit it.

To learn more about cookies and how they are used, visit [All About Cookies](#).

Controlling information about you

When you fill in a form or provide your details on our website or software, your information becomes protected by this policy.

We will never lease, distribute or sell your personal information to third parties unless you give us written permission to do so or the law requires us to.

Any personal information we hold about you is stored and processed under our data protection policy, in line with the General Data Protection Regulation (GDPR)

Security

We will always hold your information securely in line with industry standards.

To prevent unauthorised disclosure or access to your information, we have implemented strong physical and electronic security safeguards. Each customer account data is held separately to avoid and cross contamination.

Links from our site

Our website may contain links to other websites.

Please note that we have no control of websites outside of our domain. If you provide information to a website to which we link, we are not responsible for its protection or privacy.

Always be wary when submitting data to websites. Read the site's data protection and privacy policies fully.

Access to Your Personal Information

Under GDPR, you have the right to access and amend the personal data which you have given to us. This can be done by contacting us directly at enquiry@gigjuice.com

Further information about your rights under these regulations can be gained from the Information Commissioner's Office - <https://ico.org.uk/>