

PriorsVLE Ltd Privacy Policy



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This Privacy Policy will inform how PriorsVLE Ltd collects, uses, maintains and discloses information collected through our website, <https://www.priorsvle.com>, and all products and services offered by PriorsVLE Ltd.

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Who We Are

PriorsVLE Ltd is the controller and responsible for your personal data (collectively referred to as "PriorsVLE", "we", "us" or "our" in this privacy policy) in relation to the information that it gathers through its website at <https://www.priorsvle.com> and also in relation to personal data of its suppliers, partners and clients.

PriorsVLE Ltd acts as a processor in relation to the personal information provided to it by users of its clients services which it facilitates either through hosting or support of their website.

Personal identification information

We may collect personal identification information in a variety of ways, including, but not limited to, when you visit our site, place an order, and in connection with other activities, services, features or resources we make available on our website.

You may be asked for, as appropriate, name, email address, mailing address, phone number. You may, however, visit our website anonymously.

We will collect personal identification information from you only if you voluntarily submit such information to us.

You can always refuse to supply personally identification information, except that it may prevent you from engaging with certain features on our website, or in some case we will not be able to provide the service you require.

Non-personal identification information

We may collect non-personal identification information about you whenever you interact with our website.

Non-personal identification information may include the browser name, the type of computer and technical information about your means of connection to our website, such as the operating system and the Internet service providers utilized and other similar information.

Web browser cookies

Our Site use "cookies" to enhance your experience. Your web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. You may choose to set your web browser to refuse cookies, or to alert you when cookies are being sent. If you do so, note that some parts of the website may not function properly, but we will never block you from accessing the website.

How we use collected information

PriorsVLE Ltd may collect and use your personal information for the following purposes:

- To improve customer service: Information you provide helps us respond to your customer service requests and support needs more efficiently.
- To personalize user experience: We may use information you give us to understand how all visitors as a group use the pages and resources provided on our website.
- To improve our website: We may use feedback you provide to improve our products and services.

- To process payments: We may use the information you provide about yourself when placing an order only to provide service to that order. We do not share this information with outside parties except to the extent necessary to provide the service.
- To send periodic emails: We may use the email address to send user information and updates in regards to their order. It may also be used to respond to their enquiries, questions, and/or other requests. If you decide to opt-in to our mailing list, you will receive emails that may include company news, updates, related product or service information, etc. If at any time you would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email or you may contact us via our website.

GDPR Policy

For the purpose of the General Data Protection Regulation ("GDPR"), the data controller is;

PriorsVLE Ltd
Avebury House Second Floor
55 Newhall Street
Birmingham
B3 3RB
United Kingdom

The information and data you provide in connection with the enquiry or registration of the various services of PriorsVLE Ltd, will be processed in accordance with the provisions of the GDPR.

We will comply with the GDPR. The GDPR states that the personal data we hold about you must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely and safely.

Which Information We Collect From You

We will collect and process the following data about You:

- Information you give us. When making a service purchase with PriorsVLE Ltd, We will request and collect your contact information, which includes, name, address, email address, and phone number, as well as payment method (We do not save payment details).

The legal basis for this processing is the performance of a contract between you and ourselves and/or taking steps, at your request, to enter into such a contract.

- Information we collect about you. With regard to each of your visits to our website We will automatically collect the following information:
 - Technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, browser type and version, time zone setting, browser plug-in types and versions, operating system and operating system;
 - Information about your visit, including the full Uniform Resource Locators (URL), clicks to, through and from our website (including date and time), pages/services you viewed or searched for, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page.

The legal basis for this processing is our legitimate interests, namely monitoring security and improving our website and services.

- If you contact us, we keep a record of that correspondence, for the purposes of communicating with you and record-keeping.

The legal basis for this processing is our legitimate interests, namely being able to contact you and keep our records up to date.

- Other information to help us provide you with improved services.

The legal basis for this processing is our legitimate interests, namely our interest in the proper administration of our website and business and improving the services we provide to You.

This data will be collectively referred to as "Personal Data".

PriorsVLE Ltd will only process Personal Data where it is strictly necessary to provide the Services.

Personal Data Managed By Our Clients (You)

"Client" is the customer of PriorsVLE Ltd to whom we provide the various services our business offers.

"Client Customer Data" is the personal data belonging to the parties that our Client has a relationship with. We have no direct relationship with the parties whose Client Customer Data is processed by our Clients.

If you are aware that your personal data has been provided to a Client of ours who has a Service with us, then please read this section of our Privacy Policy.

Our Clients use the service to host, transmit or process data on our hosting platform and this may include personal data of their own customers with whom they have a contractual relationship (Client Customer Data).

In this instance, it is our Clients and not PriorsVLE Ltd who define the process and policies by which Client Customer Data is collected and processed.

We do not collect, view or share Client Customer Data except as outlined in the agreement we have in place with our Client to supply the services, or as required by legislation. Nothing contained in this Privacy Policy shall alter specific terms and conditions applicable to the service agreement.

In line with the service agreement, our Clients retain responsibility for setting standards and for managing security of all data they upload to our platform and that includes Client Customer Data. The security, including encryption of data prior to transmission to our network and confidentiality of their accounts and access to our platform, remains the responsibility of our Clients.

To find out how Client Customer Data is collected, stored and securely managed, and the process outlining how to gain access and/or to make changes, please refer to the Privacy Policy of the

relevant PriorsVLE Ltd Client to whom you have provided your details or contact them directly. If you contact us with a request about your Client Customer Data (for example, you may no longer wish to be contacted by one of our Clients), We will pass on that request at the earliest opportunity.

We provide the Services directly to our Clients, and have no direct relationship with the parties whose Client Customer Data is processed by our Clients. Our Clients take responsibility for all Client Customer Data that they process and for complying with relevant data protection legislation.

How We Use Your Information

We use information held about You in the following ways:

- To help Us identify you and the accounts you hold with us;
- To provide customer care;
- To enable us to review, develop and improve our services and website;
- To carry out our obligations arising from any contracts entered into between you and ourselves and to provide you with the information, products and services that you request from us;
- To carry out marketing and statistical analysis;
- To provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about;
- We will only contact you about goods and services similar to those which were the subject of a previous sale or negotiations of a sale to you. If you would like to opt in or out of receiving specific communications, you can email us at hello@priorsvle.com.
- To notify you about changes to our service;
- To ensure that content from our site is presented in the most effective manner for you and for your computer.

Other Processing Activities

In addition to the specific purposes for which we may process your personal data set out above, we may also process any of your personal data where such processing is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another natural person.

Please do not supply any other person's personal data to us, unless we prompt you to do so.

Disclosure Of Your Personal Information

You agree that we have the right to share your personal information with selected third parties including;

- <Needs filled in>
- CLOUDFLARE for SSL/HTTPS Certificates

- TIDE Bank for billing purposes
- Mailchimp for the purpose of sending you updates via our mailing list when you opt-in.

Each service has their own Privacy Policy implemented.

This is for the duration of any contract and service we provide to you.

Where We Store Your Personal Data

All information you provide to us is stored on our secure servers inside the European Economic Area ('EEA'). It will also be processed by staff operating inside the EEA who work for us or for one of our suppliers. This includes staff engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of our services.

By submitting your personal data, you agree to this transfer, storing or processing.

PriorsVLE Ltd will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy.

Where we have given you (or where you have chosen) a password which enables you to use our hosting service, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site and any transmission is at your own risk.

Once we have received your information, We will use strict procedures and security features to try to prevent unauthorised access.

How Long We Store Your Personal Data

We will retain your information for as long as needed to provide you with the services or as long as needed to fulfil the purpose for which the personal data was originally collected.

We may also be required to retain certain information by law and/or for legitimate business purposes (for example, VAT records and Annual Corporate TAX returns).

Your Rights

You may instruct us to provide you with any personal data we hold about you free of charge, provided your request is not found to be unfounded or excessive, in which case a charge may apply.

We may withhold personal information that you request to the extent permitted by law.

You may instruct us at any time not to process your personal information for marketing purposes.

The rights you have under the GDPR are:

- the right to access;
You have the right to ask us to confirm whether or not we process your Personal Data and, to have access to the Personal Data, and any additional information. That additional information includes the purposes for which we process your data, the categories of Personal Data we hold and the recipients of that Personal Data. You may request a copy of your Personal Data. The first copy will be provided free of charge, but we may charge a reasonable fee for additional copies.
- the right to rectification;
If we hold any inaccurate Personal Data about you, you have the right to have these inaccuracies rectified. Where necessary for the purposes of the processing, you also have the right to have any incomplete Personal Data about you completed.
- the right to erasure;
In certain circumstances you have the right to have Personal Data that we hold about you erased. This will be done without undue delay. These circumstances include the following: it is no longer necessary for us to hold those Personal Data in relation to the purposes for which they were originally collected or otherwise processed; you withdraw your consent to any processing which requires consent; the processing is for direct marketing purposes; and the Personal Data have been unlawfully processed. However, there are certain general exclusions of the right to erasure, including where processing is necessary: for exercising the right of freedom of expression and information; for compliance with a legal obligation; or for establishing, exercising or defending legal claims.
- the right to restrict processing;
In certain circumstances you have the right for the processing of your Personal Data to be restricted. This is the case where: you do not think that the Personal Data we hold about you is accurate; your data is being processed unlawfully, but you do not want your data to be erased; it is no longer necessary for us to hold your Personal Data for the purposes of our processing, but you still require that Personal Data in relation to a legal claim; and you have objected to processing, and are waiting for that objection to be verified. Where processing has been restricted for one of these reasons, we may continue to store your Personal Data. However, we will only process it for other reasons: with your consent; in relation to a legal claim; for the protection of the rights of another natural or legal person; or for reasons of important public interest.
- the right to object to processing;
You can object to us processing your Personal Data on grounds relating to your particular situation, but only as far as our legal basis for the processing is that it is necessary for: the performance of a task carried out in the public interest, or in the exercise of any official authority vested in us; or the purposes of our legitimate interests or those of a third party. If you make an objection, we will stop processing your personal information unless we are able to: demonstrate compelling legitimate grounds for the processing, and that these

legitimate grounds override your interests, rights and freedoms; or the processing is in relation to a legal claim.

- the right to data portability;

You have the right to request that your Personal Data be moved, copied or transferred from one database, storage or IT environment to another.

- the right to complain to a supervisory authority;

If You think that our processing of Your Personal Data infringes data protection laws, You can lodge a complaint with a supervisory authority responsible for data protection. You may do this in the EU member state of Your habitual residence, Your place of work or the place of the alleged infringement.

- the right to withdraw consent; and

To the extent that the legal basis we are relying on for processing Your Personal Data is consent, You are entitled to withdraw that consent at any time. Withdrawal will not affect the lawfulness of processing before the withdrawal.

- the right to object to direct marketing

You can choose whether we process Your Personal Data for direct marketing purposes. If you do not want us to process Your Personal Data for direct marketing purposes, we will not process Your Personal Data for this purpose. You can exercise your right to prevent such processing by getting in touch with us at hello@priorsvle.com.

If you wish to:

- Request access to, deletion of or correction of, Your Personal Data. Please contact Us to arrange this at hello@priorsvle.com.
- Request that Your Personal Data be transferred to another person. You can exercise this right by contacting us at hello@priorsvle.com and requesting that Your Personal Data be transferred
- Complain to the Information Commissioners Office (ICO). The ICO website which contains the processes for raising a complaint can be found here: <https://ico.org.uk>.

We would ask that where possible you contact us at hello@priorsvle.com in the first instance so we can attempt to resolve any issues you may have.

Our site may contain links to other websites that we do not control. If You follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Security

We maintain physical, electronic and procedural safeguards in connection with the collection, storage and disclosure of your information. Our security procedures mean that we may occasionally request proof of identity before we disclose personal information to you.

When our order form asks users to enter sensitive information, that information is encrypted and is protected with an SSL/HTTPS Certificate. While on a secure page, such as our order form, the lock icon in the URL bar of web browsers such as Mozilla Firefox, Google Chrome, Microsoft Edge and Microsoft Internet Explorer becomes locked and green. If the page or connection is not secure, the lock icon in the URL bar of these browsers will be non-existent, unlocked, or marked red.

While we use SSL encryption to protect sensitive information online, in the instances we need to store your information offline it will also be protected. All of your personal information, not just the sensitive information mentioned above, is restricted at our offices. Only employees who need the information to perform a specific job (for example, accounting or support) are granted access to personally identifiable information.

If you have any further concerns about security, please email our team at hello@priorsvle.com.

How we protect your information

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our site.

Sensitive and private data exchange between the website and yourself happens over an SSL connection and is encrypted and protected with digital signatures.

Sharing your personal information

We do not sell, trade, or rent users personal identification information to any third party for any reason whatsoever. However, we will co-operate with law enforcement agencies authorized by the government if they do ask us about the contact details we have for you.

Changes to this privacy policy

PriorsVLE Ltd has the discretion to update this privacy policy at any time. When we do, we will revise the updated date at the beginning of this policy. We encourage you to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

Any changes we make to our Privacy Policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our Privacy Policy.

Your acceptance of these terms

By using this website and entering into one of our services, you signify your acceptance of this policy and terms of service. If you do not agree to this policy, please do not use our website. Your

continued use of the website following the posting of changes to this policy will be deemed your acceptance of those changes.