



Privacy Statement

As you may be aware the new GDPR legislation regarding the use of your personal data by businesses and organisation is changing and with effect from the 25th May 2018 these new regulations will be in force.

At CoolConnection Media we are committed to protecting your personal data held with us and therefore have taken every step we can to only the only share your information with those organisations we need to so we can carry out the services you require from us. This new legislation replaces current data privacy law, and gives you more rights as an individual and more obligations to organisations holding your personal data.

One of the rights is a right to be informed, which means we have to give you even more information than we do now about the way in which we use, share and store your personal information.

You should therefore read through this privacy statement so that you are clear on how we might use your personal data.

INFORMATION WE COLLECT

Information that you provide to us:

We collect information, which you provide directly to us either verbally in person or by phone or when you use our Website, Apps or Online Services.

When you provide personal information we will only use this information for the specific reason for which it is provided. If you believe that one of your contacts has provided us with your personal information and you would like to request that it be removed from our database, please contact us at privacy@coolconnectionmedia.com

We may collect the following information:

- Name and job title
- Company or Organization name.
- Contact information
 - i. Postal Address
 - ii. Telephone Numbers
 - iii. Email Address
 - iv. Social Media Accounts
- Demographic information
 - i. Date of Birth
 - ii. Gender
 - iii. Marital Status
 - iv. Interests and hobbies
- Services purchased

Information we collect automatically when you visit our Website or Apps or use our Services:

When you visit our Website, or use our Apps or Services, we may collect certain information automatically from your device. In some countries, including in the European Economic Area, this information may be considered personal data under applicable data protection laws:

Usage information – We may keep track of your activity in relation to the Website, Apps or Services, the configuration of their computers, and performance metrics related to their use of the Website, Apps or Services. For example, when you use our Services, we may collect:

- Traffic data about the communications that take place through our platform (such as calls, team chat, video conferencing, SMS,) to enable us to transmit those communications effectively and efficiently;
- Network Monitoring data to enable us to maintain the security and agility of our internal networks;
- Log data about you when they use the Services, Website or Apps including Internet Protocol ("IP") address, Internet Service Provider ("ISP"), browser type, referring/exit pages, the files viewed on our site (e.g., HTML pages, graphics, etc.), operating system, date/time stamp, and/or clickstream data to analyze trends in the aggregate and administer the site;
- Device data about any device including mobile phone number and other information related to mobile devices like operating system and model if you use our Services via our Apps. For other devices information collected by cookies and other similar technologies. We use various technologies to collect information which may include saving cookies to your computers;
- Call Detail Records of data record produced by a telephone call or other telecommunications transactions. The record contains various attributes of the call, such as time, duration, completion status, source number and destination number;
- Meta data, which is data created about other data which can include size, formatting, other characteristics of a data item;
- Emails/Communications with us; and
- Billing data, which includes any payment data.
- Cookies and other similar technologies – We use various technologies to collect information which may include cookies when you visit our Website, or use our Apps or Services. Please see the [CoolConnection Media Cookies Notice](#) for further information.

Information we collect from third parties

- We may collect the names, e-mail addresses, postal addresses and city of residence of individuals from third parties to market our products / services to these individuals. This collection of information and marketing is always carried out in compliance with applicable law.
- We may receive personal information about you from other sources, including publicly available databases or third parties from whom we have purchased data, and combine this data with information we already have about you, in accordance with applicable laws. This

helps us to update, expand and analyze our records, identify new customers, and provide products and services that may be of interest to you.

We may collect personal information about you from other applications you may use if you choose to integrate CoolConnection Media Apps or Services with other Apps or Services.

INFORMATION WE USE

We may use the information we collect from you for a range of purposes, including to:

- Administer, operate, protect and maintain the Website, Apps or Services;
- Process and complete transactions, and send related information, including transaction confirmations and invoices;
- Manage and improve your use of the Website, Apps or Services;
- Prepare and provide you testimonials regarding the Website, Apps and / or Services;
- To help deliver our Website, Apps, or Services to Customers for service and support;
- Investigate and prevent fraudulent activities, unauthorized access to the Website, Apps or Services, and other illegal activities; and
- For any other purposes about which we notify and receive your consent from you;
- To help personalize your experience and re-target you for our own marketing purposes;
- Respond to inquiries and requests and to provide you with information and access to resources that you have requested;
- Analyze and aggregate your and use of the Website, Apps or Services for trend monitoring, marketing advertising purposes; and
- Send you technical alerts, updates, security notifications, and administrative communications.

However, you may opt out of our marketing. If you wish to unsubscribe please click here. "[Unsubscribe from Our Mailing List](#)"

Legal basis for processing personal information (EEA only)

If you are from the European Economic Area (EEA), our legal basis for collecting and using the personal information described above will depend on the personal information concerned and the specific context in which we collect it.

However, we will normally collect personal information from you only where we have your **consent** to do so, where we need the personal information to perform a contract with you, or where the processing is in our legitimate interests and not overridden by your data protection interests or fundamental rights and freedoms. In some cases, we may also have a legal obligation to collect the personal information in question.

If we ask you to provide personal information to comply with a legal requirement or enter into a contract with you, we will make this clear at the relevant time and advise you whether the provision

of your personal information is mandatory or not (as well as of the possible consequences if you do not provide your personal information).

Similarly, if we collect and use your personal information in reliance on our or a third party's legitimate interests and those interests are not already listed above (see "Information We Use" section), we will make clear to you at the relevant time what those legitimate interests are.

If you have questions about or need further information concerning the legal basis on which we collect and use your personal information, please contact us using the contact details provided under the "Contact Us" section below.

SHARING AND DISCLOSURE OF INFORMATION TO THIRD PARTIES

Where we have your consent we may share and disclose your information we collect with the following third parties where appropriate:

- CoolConnection Media or any of its affiliates consistent with this Notice for data processing;
- Where we are required by law and by law enforcement agencies, judicial bodies, government entities, tax authorities or regulatory bodies around the world;
- Domain Name Registrars:
 - [Nominet](#)
 - [ICANN](#)
- Website and Webmail Hosting Partners
 - [Heart Internet UK](#)
- Email Data & Monitoring Centers (For support purposes only)
- Google Analytics and Internet services. (Website Customers Only unless specifically requested)
- Business partners, contractors, vendors, and authorized third party agents, to:
 - Operate, deliver, improve and customize our Services
 - Provide support and technical services;
 - Send marketing and other communications related to business;
 - Enforce our acceptable use policy;
 - Law enforcement agencies, regulatory or governmental bodies, or other third parties in order to respond to legal process, comply with any legal obligation; protect or defend our rights, interests or property or that of third parties; prevent or investigate wrong doing in connection with the Website, Apps or our Services;
- Event Management Services:
 - Djwebmin
 - DjIntelligence
 - Event Venues
- Any future third parties in connection with prospective or actual, sale, merger, acquisition, financing or reorganization of our business.

PAYMENTS

We may provide paid products and/or services within the Service. In that case, we use third-party services for payment processing (e.g. payment processors).

We will not store your payment card details.

Information that is provided directly to our third-party payment processors whose use of your personal information is governed by their Privacy Policy.

These payment processors adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, Mastercard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of payment information.

The payment processors we work with are:

- **Worldpay**

Their Privacy Policy can be viewed at <https://www.worldpay.com/uk/privacy-policy>

ACCESS TO YOUR PERSONAL DATA

We want to make sure you are aware of your rights in relation to the personal information we process about you. We have described those rights and the circumstances in which they apply in the table below.

If you wish to exercise any of these rights, if you have any queries about how we use your personal information that are not answered here, or if you wish to complain to our Data Protection Officer, please contact us at 01483 616947. Overseas number: +44 01483 616947. Or by email to privacy@coolconnectionmedia.com.

Please note that in some cases, if you do not agree to the way we process your information, it may not be possible for us to continue to operate your account and/or provide certain products and services to you.

Access – You have a right to get access to the personal information we hold about you.

If you would like a copy of the personal information we hold about you, please write to:

Data Protection Officer,
CoolConnection Media,
Clasford Lodge,
Clasford Farm,
Aldershot Road,
Guildford,
Surrey, GU3 3HQ.

Or contact our Data Protection Officer, please contact us at 01483 616947. Overseas number: +44 01483 616947. Or by email to privacy@coolconnectionmedia.com.

Rectification – You have a right to rectification of inaccurate personal information and to update incomplete personal information.

If you believe that any of the information that we hold about you is inaccurate, you have a right to

request that we restrict the processing of that information and to rectify the inaccurate personal information.

Please note that if you request us to restrict processing your information, we may have to suspend the operation of your products and services we provide to you.

Erasure – You have a right to request that we delete your personal information.

You may request that we delete your personal information if you believe that:

- we no longer need to process your information for the purposes for which it was provided;
- we have requested your permission to process your personal information and you wish to withdraw your consent; or
- we are not using your information in a lawful manner.

Please note that if you request us to restrict processing your information, we may have to suspend the operation of your products and services we provide to you.

Restriction – You have a right to request us to restrict the processing of your personal information.

You may request us to restrict processing your personal information if you believe that:

- any of the information that we hold about you is inaccurate;
- we no longer need to process your information for the purposes for which it was provided, but you require the information to establish, exercise or defend legal claims; or
- we are not using your information in a lawful manner.

Please note that if you request us to restrict processing your information, we may have to suspend the operation of your account and/or the products and services we provide to you.

Portability – You have a right to data portability. Where we have requested your permission to process your personal information or you have provided us with information for the purpose of entering into a contract with us, you have a right to receive the personal information you provided to us in a portable format.

You may also request us to provide it directly to a third party, if technically feasible. We're not responsible for any such third party's use of your account information, which will be governed by their agreement with you and any privacy statement they provide to you.

If you would like to request the personal information you provided to us in a portable format, please write to:

Data Protection Officer,
CoolConnection Media,
Clasford Lodge,
Clasford Farm,
Aldershot Road,
Guildford,
Surrey, GU3 3HQ.

Or contact our Data Protection Officer, please contact us at 01483 616947 ext 301. Overseas number: +44 01483 616947 ext 301. Or by email to privacy@coolconnectionmedia.com

THIRD-PARTY SITES

This Notice does not apply to, nor are we responsible for, the privacy, information or other practices of any third parties, including any third party operating any site or service to which the Website links including but not limited to social media sites. The inclusion of a link on the Website does not imply our endorsement of the linked site or service.

DATA RETENTION

We will retain your personal information for no longer than is necessary to fulfill the purposes for which the information was originally collected unless a longer retention period is required or permitted by law, for legal, tax or regulatory reasons, or other legitimate and lawful business purposes.

Where we have no ongoing legitimate business need to process your personal information, we will either delete or anonymize it.

CHILDREN'S PRIVACY

CoolConnection Media does not provide products or services that are designed for use by children under the age of 16, or knowingly collect personal information from or about children under the age of 16. If you believe that a child under the age of 16 has disclosed personal information to CoolConnection Media, please contact privacy@coolconnectionmedia.com.

CHANGES TO NOTICE

If we change our Notice, we will post those changes on this page in addition to updating the "Last Updated" date at the top of this webpage. If we make changes, we will notify you more directly, for example by posting a notification or message on the Website or by emailing you prior to such changes taking effect. We encourage you to review this Notice regularly to stay informed of the latest modifications.

INTELLECTUAL PROPERTY

Users of this site may not print, download or in any manner copy images or text from the site, except for personal, non-commercial use, without permission from CoolConnection Media . This extends to all graphical illustrations, Photographic images, Charts and Diagrams and Banners. Please email us at info@coolconnectionmedia.com should you require permissions to use such content.

HOW TO OPT OUT OF COOKIES

Our website works better with cookies enabled. Our cookies don't give us or anyone else access to your personal data. We advise you to keep cookies enabled. However, you can choose to reject cookies.

You can use your browser to delete and reject cookies. There are instructions on how to delete cookies and how to control cookies on the 'About Cookies' website.

DISCLAIMER

As far as is reasonably possible, CoolConnection Media will ensure that information provided on this website is accurate. CoolConnection Media cannot accept any liability whatsoever for omission or error. Equally, as we regularly virus check materials, we cannot accept any responsibility for any disruption of damage that may occur during use of this website.

CONTACT US

If you have any questions, comment or concerns about this Privacy Statement please email us at privacy@coolconnectionmedia.com

Or you can write to us at:

Data Protection Officer

CoolConnection Media

Clasford Lodge

Clasford Farm

Aldershot Road

Guildford

Surrey

GU3 3HQ