
PRIVACY POLICY

BACKGROUND:

We understand that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of everyone who visits our websites and/or any sub-domains or sub-sites managed by [Just Simple Hosting](#).

[Just Simple Hosting](#) is a part of [Just Simple Group](#) which also falls under any and all other documents referred to at jshosting.co.uk/policies.

Our Site(s) will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

Please read this Privacy Policy carefully and ensure that you understand it. Your acceptance of this Privacy Policy is requested at account sign up for use of our website, sub-sites or services.

1. Definitions and Interpretation

In this Policy the following terms shall have the following meanings:

“Account”	means an account or accounts required to access and/or use certain areas and features of our site;
“Cookie”	Means a small text file placed on your computer or device by our Site's when you visit certain parts of our site and/or when you use certain features of our site. Details of the Cookies used by our Site are set out in Part 14, below; and
“Cookie Law”	means the relevant parts of the Privacy and Electronic Communications (EC Directive) Regulations 2003;
“Site(s) or Site”	means websites owned or managed by Just Simple Hosting or first party company's or subsidiaries, subdomains and sub site(s) See background check for more information

2. Information About Us

Our Site(s) operated by Just Simple Hosting, a sole trader registered in UK.

Address: Hastings, East Sussex, TN35 4ED.

Data Protection Officer: Adam Sullivan.

Email address: adam.sullivan@jshosting.co.uk

Telephone number. 07722927142.

Postal address: (Please contact our DPO for these details.)

Representative: Adam Sullivan.

Email address: adam.sullivan@jshosting.co.uk

Telephone number: 07722927142.

Postal address: (Please contact our Representative for these details.)

We are a member of the [Just Simple Group](#)

3. **What Does This Policy Cover?**

This Privacy Policy applies only to your use of our site(s) and services.

Our site(s) may contain links to other websites. Please note that we have no control over how your data is collected, stored, or used by other websites and we advise you to check the privacy policies of any such websites before providing any data to them.

4. **What Is Personal Data?**

Personal data is defined by the UK GDPR and the Data Protection Act 2018 (collectively, “the Data Protection Legislation”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

5. **What Are My Rights?**

Under the Data Protection Legislation, you have the following rights, which we will always work to uphold:

- a) The right to be informed about our collection and use of your personal data. This Privacy Policy should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in Part 15.
- b) The right to access the personal data we hold about you. Part 13 will tell you how to do this.
- c) The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. Please contact us using the details in Part 15 to find out more.
- d) The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we hold. Please contact us using the details in Part 15 to find out more.
- e) The right to restrict (i.e. prevent) the processing of your personal data.
- f) The right to object to us using your personal data for a particular purpose or purposes.
- g) The right to withdraw consent. This means that, if we are relying on your consent as the legal basis for using your personal data, you are free to withdraw that consent at any time.
- h) The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.
- i) Rights relating to automated decision-making and profiling.

For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided in Part 15.

It is important that your personal data is kept accurate and up-to-date. If any of the personal data we hold about you changes, please keep us informed as long as we have that data.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

We would welcome the opportunity to resolve your concerns ourselves, however, so please contact us first, using the details in Part 15.

6. What Data Do You Collect and How?

Depending upon your use of Our site('s), we may collect and hold some or all of the personal and non-personal data set out in the table below, using the methods also set out in the table. Please also see Part 14 for more information about our use of Cookies and similar technologies and our Cookie Policy <<insert link>>].

We do not collect any 'special category' or 'sensitive' personal data or personal data relating to children data relating to criminal convictions and/or offences

Data Collected	How we Collect the Data
Identity Information including first name, last name, date of birth	The data is collected at registration or signup to our site('s) or services. (https://billing.ishosting.co.uk/register.php)
Contact information including full address, email address, telephone or mobile number	The data is collected at registration or signup to our site('s) or services. (https://billing.ishosting.co.uk/register.php)
Business information including company name	The data is collected at registration or signup to our site('s) or services. (https://billing.ishosting.co.uk/register.php)
Payment information including card details, bank account numbers, PayPal details	The data is collected at new service signups. (https://billing.ishosting.co.uk/)
Profile information including invoice history, support tickets or emails sent via or to our website, country or currency, date of signup,	The data is collected either at signup or during account activity. (https://billing.ishosting.co.uk/)
Technical information including IP address, browser type and version, operating system, last logon time.	The data is collect as soon as you logon to our site('s) or services. (https://www.ishosting.co.uk or sub sites owned by Just Simple Group)
Data from third parties including technical information, contact information, profile	The data is collected by third parties to provide our products and services. (for further

information or billing details.	information see part 10)
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7. How Do You Use My Personal Data?

Under the Data Protection Legislation, We must always have a lawful basis for using personal data. The following table describes how we will use your personal data, and our lawful bases for doing so:

What we Do	What Data we Use	our Lawful Basis
Registering you on our site('s).	First Name, Last name, Email Address, Phone Number, Company Name, Street Address, City, County Postcode, Country, Currency, Password, Security Question, Card, bank or PayPal details.	Legal Obligation and or accounts entering contract
Providing and managing your account or services.	First Name, Last name, Email Address, Phone Number, Company Name, Full Address, Company, Company ID Number, Registrant Name, Legal Type, Card, bank or PayPal details	Legal Obligation and or accounts entering contract
Providing and managing your access to our site('s).	IP Address, Browser, Operating System, Country.	Contract
Personalising and tailoring your experience on our site('s).	Page Tracking, Page hits, Google analytics, Country	Contract
Administering Our site('s).	IP Address, Browser, Operating System, Country, Page Tracking, Page hits, Google analytics, First Name, Last name, Email Address, Phone Number,	Contract
Administering our business.	Sales Reports, Marketing, Google Analytics, Page Interactions or Tracking, Page Hits, Ads.	Contract
Supplying our products and or services to you.	First Name, Last name, Email Address, Phone Number, Company Name, Street Address, City, County Postcode, Country, Currency, Password('s), Security Question, IP Address,	Contract
Managing payments for our	First Name, Last name, Email	Contract

products and or services.	Address, Phone Number, Company Name, Full Address, Company Name, Company ID Number, Registrant Name, Legal Type, Card, bank or PayPal details.	
Personalising and tailoring products and or services for you.	Page Tracking, Page hits, Google analytics, Country	Consent
Communicating with you.	First Name, Last name, Email Address, Phone Number, Company Name, Street Address, City, County Postcode, Country, Security Question.	Contact
Supplying you with information by email or post that you have opted-in-to (you may opt-out at any time by going to here and going to the bottom of the page.	Phone Number, Email Address, Full Address.	Consent

With your permission and/or where permitted by law, we may also use your personal data for marketing purposes, which may include contacting you by email, telephone, text message or post with information, news, and offers on our products and services. You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the Data Protection Legislation and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.

We will always obtain your express opt-in consent before sharing your personal data with third parties for marketing purposes and you will be able to opt-out at any time.

We use the following automated systems for carrying out certain kinds of decision-making and or profiling. If at any point you wish to query any action that we take on the basis of this or wish to request 'human intervention' (i.e. have someone review the action themselves, rather than relying only on the automated method), the Data Protection Legislation gives you the right to do so. Please contact us to find out more using the details in Part 15.

- The following automated decision-making method(s) may be used:
 - Fraud Checks – Automated Fraud checks on account details (First Name, Last name, Email Address ,Company Name, Full Address, Company Name, Company ID Number, Registrant Name, Legal Type, Card, bank or PayPal details)
 - Automated Setup of services – new accounts automatic username generation. (Domain Name, Email Address)
- We will only use your personal data for the purpose(s) for which it was originally collected unless we reasonably believe that another purpose is compatible with that or those original purpose(s) and need to use your personal data for that purpose. If we do use your personal data in this way and you wish us to explain how the new purpose is compatible with the

original, please contact us using the details in Part 15.

If we need to use your personal data for a purpose that is unrelated to, or incompatible with, the purpose(s) for which it was originally collected, we will inform you and explain the legal basis which allows us to do so.

In some circumstances, where permitted or required by law, we may process your personal data without your knowledge or consent. This will only be done within the bounds of the Data Protection Legislation and your legal rights.

8. How Long Will You Keep My Personal Data?

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore be kept for the following periods:

Type of Data	How Long we Keep It
Identity Information including first name, last name, date of birth	The data is collected at registration of services, account signup and or activity's on our site'(s). No fixed period but may be deleted or destroyed after a period of 365 days from date of signup at our discretion.
Contact information including full address, email address, telephone or mobile number	The data is collected at registration of services, account signup and or activity's on our site'(s). No fixed period but may be deleted or destroyed after a period of 365 days from date of signup at our discretion.
Business information including company name	The data is collected at registration of services, account signup and or activity's on our site'(s). No fixed period but may be deleted or destroyed after a period of 365 days from date of signup at our discretion.
Payment information including card details, bank account numbers, PayPal details	The data is collected at registration of services, account signup and or activity's on our site'(s). No fixed period but may be deleted or destroyed after a period of 365 days from date of signup at our discretion.
Profile information including invoice history, support tickets or emails sent via or to our website, country or currency, date of signup,	The data is collected at registration of services, account signup and or activity's on our site'(s). No fixed period but may be deleted or destroyed after a period of 365 days from date of signup at our discretion.

<p>Technical information including IP address, browser type and version, operating system, last logon time.</p>	<p>The data is collect as soon as you logon to our site(s) or services. (https://www.jshosting.co.uk or sub sites owned by Just Simple Group) No fixed period but may be deleted or destroyed after a period of 2 years at our discretion.</p>

9. How and Where Do You Store or Transfer My Personal Data?

We will only store your personal data or store some of your personal data in the UK. This means that it will be fully protected under the Data Protection Legislation.

We will only store your personal data or store some of your personal data within the European Economic Area (the “EEA”). The EEA consists of all EU member states, plus Norway, Iceland, and Liechtenstein. This means that your personal data will be fully protected under the EU GDPR and/or to equivalent standards by law. Transfers of personal data to the EEA from the UK are permitted without additional safeguards.

We may store some or all of your personal data in countries outside of the UK. These are known as “third countries”. We will take additional steps in order to ensure that your personal data is treated just as safely and securely as it would be within the UK and under the Data Protection Legislation as follows:

We ensure that your personal data is protected under binding corporate rules. Binding corporate rules are a set of common rules which all our group companies are required to follow when processing personal data. For further information, please refer to the [Information Commissioner’s Office](#).

We will only store or transfer personal data in or to countries that are deemed to provide an adequate level of protection for personal data. For further information about adequacy decisions and adequacy regulations, please refer to the [Information Commissioner’s Office](#).

We will use specific approved contracts which ensure the same levels of personal data protection that apply under the Data Protection Legislation. For further information, please refer to the [Information Commissioner’s Office](#).

Please contact us using the details below in Part 15 for further information about the particular data protection safeguards used by us when transferring your personal data to a third country.

The security of your personal data is essential to us, and to protect your data, we take a number of important measures, including the following:

- limiting access to your personal data to those employees, agents, contractors, and other third parties with a legitimate need to know and ensuring that they are subject to duties of confidentiality;
- procedures for dealing with data breaches (the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, your personal data) including notifying you and/or the Information Commissioner’s Office where we are legally required to do so;
- We would report the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, your personal data to [Information Commissioner’s Office](#)

10. Do You Share My Personal Data?

We will not share any of your personal data with any third parties for any purposes, subject to the following exceptions.

If we sell, transfer, or merge parts of our business or assets, your personal data may be transferred to a third party. Any new owner of our business may continue to use your personal data in the same way(s) that we have used it, as specified in this Privacy Policy.

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority or legal obligation.

We may share your personal data with other companies in our group for marketing or legal obligation. This includes subsidiaries and or holding company and its subsidiaries.

We may sometimes contract with the following third parties to supply certain products or services.

Recipient	Activity Carried Out	Sector	Location
Sitelock. Data processor	Website Cybersecurity	Cybersecurity	Support Team (877) 563-2832 https://www.sitelock.com/
Enom – Data controller and processor	Domain Name Registration or DNS Services	Domain Name Registrar	help@enom.com 1-855-600-0886 https://www.enom.com/help/abusepolicy.aspx
Paypal – Data Processor	One time Payments and Subscriptions	Secure Payment Provider	Whittaker House 2 Whittaker Avenue Richmond TW9 1EH 020 8080 6500 https://www.paypal.com/ https://www.paypal.com/uk/smarthelp/contact-us
Google Analytics - Data Processor and controller	Data analysis.	Marketing	https://analytics.google.com/
DigiCert – Data controller and processor	SSL Certificates Provider	SSL Certificates	https://www.digicert.com/ DigiCert 2801 North Thanksgiving Way

			Suite 500 Lehi, Utah 84043 1-800-896-7973
CodeGuard	Backup Websites & Security	Website Backups	CodeGuard Inc. 1000 Marietta St NW Suite 120 Atlanta, GA 30318 Tel: 1-866-604-6431 https://www.codeguard.com/

If any of your personal data is shared with a third party, as described above, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law, as described above in Part 9.

If any personal data is transferred outside of the UK, we will take suitable steps in order to ensure that your personal data is treated just as safely and securely as it would be within the UK and under the Data Protection Legislation, as explained above in Part 9.

If we sell, transfer, or merge parts of our business or assets, your personal data may be transferred to a third party. Any new owner of our business may continue to use your personal data in the same way(s) that we have used it, as specified in this Privacy Policy.

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

11. How Can I Control My Personal Data?

11.1 In addition to your rights under the Data Protection Legislation, set out in Part 5, when you submit personal data via Our site('s), you may be given options to restrict **our** use of your personal data. In particular, we aim to give you strong controls on our use of your data for direct marketing purposes (including the ability to opt-out of receiving emails from us which you may do by unsubscribing using the links provided in our emails or client area or under your account details.

11.2 You may also wish to sign up to one or more of the preference services operating in the UK: The Telephone Preference Service ("the TPS"), the Corporate Telephone Preference Service ("the CTPS"), and the Mailing Preference Service ("the MPS"). These may help to prevent you receiving unsolicited marketing. Please note, however, that these services will not prevent you from receiving marketing communications that you have consented to receiving.

12. Can I Withhold Information?

You may access certain areas of Our site('s) without providing any personal data at all. However, to use all features and functions available on Our site('s) you may be required to submit or allow for the collection of certain data.

You may restrict our use of Cookies. For more information, see Part 14 and Our

13. **How Can I Access My Personal Data?**

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a “Subject Access Request”.

All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 15. To make this as easy as possible for you, a Subject Access Request Form is available for you to use. You do not have to use this form, but it is the easiest way to tell us everything we need to know to respond to your request as quickly as possible.

There is not normally any charge for a subject access request. If your request is ‘manifestly unfounded or excessive’ (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your subject access request within 10 working days and, in any case, not more than one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

14. **How Do You Use Cookies?**

Our Site may place and access certain first-party Cookies on your computer or device. First-party Cookies are those placed directly by us and are used only by us.

we use Cookies to facilitate and improve your experience of Our site(s) and to provide and to improve our products and services. We have carefully chosen these Cookies and have taken steps to ensure that your privacy and personal data is protected and respected at all times.

All Cookies used by and on Our site(s) are used in accordance with current Cookie Law.

Before Cookies are placed on your computer or device, you will be shown a pop up box in your browser asking for your consent to set those Cookies. By giving your consent to the placing of Cookies you are enabling us to provide the best possible experience and service to you. You may, if you wish, deny consent to the placing of Cookies; however certain features of Our site(s) may not function fully or as intended.

Certain features of Our site(s) depend on Cookies to function. Cookie Law deems these Cookies to be “strictly necessary”. These Cookies are shown in the table below. Your consent will not be sought to place these Cookies, but it is still important that you are aware of them. You may still block these Cookies by changing your internet browser’s settings as detailed below, but please be aware that Our site(s) may not work properly if you do so.

We have taken great care to ensure that your privacy is not at risk by allowing them.

The following first or third party Cookies may be placed on your computer or device:

Name of Cookie	Purpose	Strictly Necessary
G_AUTHUSER_H G_ENABLED_IDPS	Google Authentication API Cookies	yes
_gid _ga	Google Analytics	yes
TawkCookie tawkUUID Ss/tawk.io cf_clearance	Tawk Live Chat Support Cookie	yes
WHMCSFD WHMCSy551iLvnhYt7 Timezone whostmgrsession	Just Simple Hosting - Client Portal Cookies Keeps login session and secure connection to our client area panel, It also can track page clicks and hits to billing.jshosting.co.uk.	yes

Our Site uses analytics services provided by Google. Website analytics refers to a set of tools used to collect and analyse anonymous usage information, enabling us to better understand how Our site('s) is used. This, in turn, enables us to improve Our site('s) and the products and services offered through it.

The analytics service(s) used by Our site('s) use(s) Cookies to gather the required information. You do not have to allow us to use these Cookies, however whilst our use of them does not pose any risk to your privacy or your safe use of Our site('s), it does enable us to continually improve Our site('s), making it a better and more useful experience for you.

The analytics service(s) used by Our site('s) use(s) the following Cookies:

Name of Cookie	First / Third Party	Provider	Purpose
gid _ga	Third Party	Google Analytics	Marketing

In addition to the controls that we provide, you can choose to enable or disable Cookies in your internet browser. Most internet browsers also enable you to choose whether you wish to disable all Cookies or only third-party Cookies. By default, most internet browsers accept Cookies, but this can be changed. For further details, please consult the help menu in your internet browser or the documentation that came with your device.

You can choose to delete Cookies on your computer or device at any time, however you may lose any information that enables you to access Our Site more quickly and efficiently including, but not limited to, login and personalisation settings.

It is recommended that you keep your internet browser and operating system up-to-date and that you consult the help and guidance provided by the developer of your

internet browser and manufacturer of your computer or device if you are unsure about adjusting your privacy settings.

Our site(s) may place and access certain first-party Cookies on your computer or device.

First-party Cookies are those placed directly by us and are used only by us we use Cookies to facilitate and improve your experience of Our site(s) and to provide and improve our products and services. In addition, our site(s) uses analytics services provided by Google, which also use Cookies. Website analytics refers to a set of tools used to collect and analyse usage statistics, enabling us to better understand how people use Our site(s). For more details, please refer to our Cookie Policy <https://www.jshosting.co.uk/policys.php>.

15. **How Do I Contact You?**

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details of Just Simple Hosting:

Email address: adam.sullivan@jshosting.co.uk

Telephone number: 07722927142

Postal Address: East Sussex, Fairlight, TN35 4ED.

16. **Changes to this Privacy Policy**

we may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.

Any changes will be immediately posted on Our site(s) and you will be deemed to have accepted the terms of the Privacy Policy on your first use of Our site(s) following the alterations.

We recommend that you check this page regularly to keep up-to-date.

This Privacy Policy was last updated on 18th of January 2021.