

Data Protection & Privacy Policy

Introduction

The purpose of this policy is to explain how Mailbox Internet collects protects and uses personal data. Mailbox Internet is committed to ensuring that any personal data supplied by its customers or is otherwise generated by its business activities is collected and processed fairly and lawfully in accordance with the UK Data Protection Act 1998.

What Types Of Personal Data Does Mailbox Internet Collect?

Mailbox Internet needs certain personal data to enable it to provide its products and services to its customers and end users. The personal data collected will generally include: company name company size and sector individual contact names and job titles for delivery installation support and billing postal address telephone and fax numbers e-mail addresses. Mailbox Internet also has access to personal data that is generated over the Mailbox Internet network including IP and email addresses for incoming and outgoing data and network usage data. In certain circumstances Mailbox Internet may also collect financial information about Mailbox Internet customers and end users from third parties to enable Mailbox Internet to assess its risks in granting credit terms and contact information about organisations Mailbox Internet considers may be interested in Mailbox Internet products and services.

How Does Mailbox Internet Obtain Personal Data?

Mailbox Internet obtains personal data in a number of ways including from orders placed by customers and end users (whether by telephone fax or email or by application form) from enquiries made by existing customers and potential customers (including information gathered at marketing events and via the Mailbox Internet web site) from third party list brokers from resellers who pass on personal data to Mailbox Internet about end users and directly from the Mailbox Internet network.

How Does Mailbox Internet Use The Personal Data That It Holds?

Providing and Improving the Mailbox Internet Service

Most of Mailbox Internet use of personal data is necessary to enable it to provide a service to its customers and its end users including order processing delivery installation and support services as well as for invoicing and in order to answer general customer enquiries. In addition Mailbox Internet may also use personal data to improve on the level and type of service Mailbox Internet offers to its customers. As part of this interest in improving the service provided Mailbox Internet may process personal data for the purposes of sales analysis and customer usage statistics.

Direct Marketing

Mailbox Internet may from time to time inform its customers end users and potential customers about Mailbox Internet and Mailbox Internet affiliate products and services and other information Mailbox Internet feels may be of interest. Customers and other recipients of information from Mailbox Internet may indicate at the time they first place an order with Mailbox Internet whether or not they wish to receive such information or at any later time by simply contacting Mailbox Internet.

To Whom Does Mailbox Internet Disclose Personal Data?

Mailbox Internet will pass personal data within its internal departments in order to fulfil sales and support obligations as well as to finance departments to enable invoicing. As a general rule Mailbox Internet does not disclose personal data to unaffiliated third parties except where customer consent has been obtained where Mailbox Internet is under an obligation by law to disclose personal data or where Mailbox Internet has contracted with third parties to assist in providing services to Mailbox Internet customers such as for delivery installation and systems support services.

How Does Mailbox Internet Protect the Personal Data it Holds?

Mailbox Internet takes customer confidentiality and security very seriously. Mailbox Internet has implemented appropriate internal security procedures that restrict access to and disclosure of personal data within Mailbox Internet. These procedures will be reviewed from time to time to determine whether they are being complied with and are effective. Mailbox Internet will also actively investigate and cooperate with law enforcement agencies any allegations of abuse or violation of system or network security as set out in the applicable Mailbox Internet Acceptable Use Policy.

Customers Rights

European Economic Area legislation gives individuals whose personal data is held by Mailbox Internet specific rights to access and rectify personal data held about them. These include the right to:

obtain from Mailbox Internet for a prescribed fee confirmation that personal data is held as well as a written description of such personal data the purpose(s) for which it is being used the source(s) of the personal data and details of any recipients request the deletion or rectification of personal data which is inaccurate as explained in Direct Marketing above to object to any unsolicited information sent by Mailbox Internet regarding promotions or new products and services.

Contact Details

If any individual wishes to contact Mailbox Internet regarding the personal data held about them or has any other question about Mailbox Internet data privacy procedures they should send a letter to the directors of Mailbox Internet.

Policy Updates

As part of Mailbox Internet commitment to compliance with data privacy requirements and to reflect changes in Mailbox Internet operating procedures Mailbox Internet may the terms of this policy from time to time and will post the revised policy on this website.