



# hotspotcomputers

## Data Protection – IT Security

### Privacy Policy

#### 1. Introduction

This privacy policy has been compiled to better serve those who are concerned with how their personally identifiable information is being used. This, as used in privacy law and information security, is information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context. Please read our privacy policy carefully to get a clear understanding of how we collect, use, protect or otherwise handle your personally identifiable information in accordance with our website and associated Hot Spot Computers - Data Protection services.

Please note this privacy policy is used for both online and printed formats. As the Hot Spot Computers - Data Protection – IT Security service is an online IT service the majority of this privacy policy includes IT related management of privacy information.

#### 2. What personal information do we collect as part of the Hot Spot Computers – Data Protection – IT Security service?

When ordering or registering for the service, you will be asked for details such as your name, email address, phone number, mailing address (optional), company details if appropriate and other information as required for the service.

#### 3. When do we collect information?

We collect information from you when you register on our site, fill out a form or enter information on our site and may request you to verify or update information from time to time to ensure we have accurate contact information.

#### 4. How do we use your information?

We may use the information we collect from you when you register, make a purchase, sign up for our service or newsletter, respond to a survey or marketing communication or use certain other site features in the following ways:

- To personalize user experience and to allow us to deliver the type of content, product offerings and service features in which you may be most interested.
- To allow us to better service you in responding to your customer service requests.
- To quickly process your transactions.
- To send periodic emails regarding your service or other products and services.

#### 5. How do we protect information?

Our website and related IT systems are scanned and monitored on a regular basis for security holes and known vulnerabilities in order to make your use of the service as safe as possible.

HTTPS or SSL are used where appropriate within the service. Some components of our service are not internet facing and do not use SSL certificates, you are not entering any personal information on these sections. Access to these backend systems are protected via numerous mechanisms.

#### 6. Do we use 'cookies'?

Cookies are small files that a site or its service provider transfers to your computer hard drive through your web browser (if you allow) that enables the site to recognize your browser and capture and remember certain information. For instance, we may use cookies to help remember and process your preferences based on previous or current site activity, which enables us to provide you with improved services. We may also use cookies to help us compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future.

We may also use trusted third party services that track this information on our behalf.

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser (like Internet Explorer) settings. Each browser is a little different, so look at your browsers Help menu to learn the correct way to modify your cookies.

If you disable cookies, some features on our site may not work as nicely as with cookies enabled, or the site may not remember previous activity, this will not affect the Hot Spot Computers - Data Protection – IT Security service being provided to you.

## **7. Third Party Disclosure**

We do not sell, trade or otherwise transfer to outside parties your personally identifiable information other than limited information required for the Hot Spot Computers – Data Protection – IT Security service to function. Confidentiality agreements are in place to protect your information. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies or protect ours or others rights, property or safety.

However, non-personally identifiable information may potentially be provided to other parties for marketing, statistical analysis or other uses.

## **8. Fair Information Practices**

We will make every reasonable attempt to be in line with the somewhat globally accepted Fair Information Practices guidelines should a data breach ever occur.

We will attempt to notify any users impacted via email, phone or mail as soon as practicably possible.

We may notify users via a website notification as soon as practicably possible depending on the nature of the breach.

## **9. Spam Act 2003**

We collect your email address in order to send information, respond to enquiries and other requests or questions.

We will make every reasonable effort to comply with the Spam Act 2003 requirements.

Our mail list emails will contain an option to unsubscribe where you can choose to opt-out from future emails, we will process these requests automatically where possible, or within a reasonably short time frame.

## **10. Contacting Us**

Feedback or queries relating to the Hot Spot Computers – Data Protection – IT Security service or this privacy policy should be raised via email to [Privacy@hotspotcomputers.com](mailto:Privacy@hotspotcomputers.com).

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