

CyberHive Privacy Policy

Our contact details

Name: CyberHive

Address: 2nd Floor, Newmarket House, Market Street, Newbury, RG14 5DA

Phone Number: 01635 881881

E-mail: info@cyberhive.com

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Domain names and email addresses
- Customer financial information

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you to enable us to provide you with the services you have requested

We use the information that you have given us in order to provide you with the services that you have requested.

We may share this information with our suppliers, domain name management providers and financial processing providers.

Under the General Data Protection Regulation (GDPR), the lawful bases, we rely on for processing this information, are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting us at the details above**
- (b) We have a contractual obligation.**
- (c) We have a legal obligation.**
- (d) We have a legitimate interest.**

How we store your personal information

Your information is securely stored within the United Kingdom. We keep your personal identifiers, domain registration details, and financial information for the duration of your contract with us and for the time period after the expiry of the contract that we are legally obliged to.

We will then dispose your information by purging our databases and data stores including backup copies of such data.

Your data protection rights

Under data protection law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal information
- **Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances
- **Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@cyberhive.com if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at info@cyberhive.com



You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113
ICO website: <https://www.ico.org.uk>