

SISERONE

for everything online

Privacy Policy

Siserone Ltd take data security very seriously. We have been safeguarding our customers' personal data for over 20 years and only request the necessary data to enable us to deliver products and services, and support you to the best of our ability. We are committed to ensuring that your information is secure, and is held in compliance with the General Data Protection Regulations 2018.

Personally Identifiable Information (PII)

PII data is considered to be any stored information that can uniquely identify an individual either directly or indirectly. Siserone stores various pieces of user information which would be counted as PII data. This data is encrypted to further protect your personal information.

PII Data we store:

The various pieces of user information that Siserone stores that would be counted as PII data includes (but is not limited to):

- Full Name / Company name
- Email addresses
- Phone numbers
- Contact addresses
- Company registration details

We use your personal information only for the purposes of service provision and invoicing. We do not sell, distribute or lease your personal information to third parties.

Data security

Your personal information is held on our internal encrypted database, with access allowed only to those employees who have a business requirement to know such data. We keep this data only for as long as you are a customer of Siserone Ltd.

We have procedures in place to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach if we are legally required to.

Access to your personal information

You are entitled to view, amend, or delete the personal information that we hold. Email your request to our data protection officer Sharon Oldham at sharon@siserone.co.uk.

Network security

The protection of all personal data, including email addresses stored on our server networks, is a shared responsibility between Siserone and our network providers. Our secure infrastructures include the storage of passwords in hashed format, meaning that, in the event of a security breach, no personal data can be identified.

Third party providers

Siserone uses third party providers for the management of our server network, and for technical support. All suppliers are GDPR-compliant, and comply with the EU-US and the Swiss-U.S Privacy Shield Frameworks.

Our web site and cookies

We do not gather any personal information via our web site. Should you choose to contact us via our contact details page, your information will be used only for the purposes of dealing with your enquiry.

We use a cookie control system which, on your first visit to our site, will ask you to allow the use of cookies. We only use traffic log cookies to identify which pages visitors to our site are using. This helps us to monitor which pages you find useful and which you do not.

The cookie-related information in no way gives us access to your computer or any information about you.

You can choose to accept or decline cookies - your use of our web site will not be in any way affected. Information on deleting or controlling cookies is available at <https://www.aboutcookies.org/>

Siserone Mailing Lists

We send an occasional newsletter only to clients with whom we have a direct, ongoing relationship. The purpose of this newsletter is to keep our customers informed of service developments, technical issues and updates. We do not sell, distribute or lease your personal information to third parties. On ceasing to be a customer of Siserone Ltd, your email information is deleted from our mailing list, unless you have expressly requested to remain informed.

Our clients can unsubscribe from our newsletters at any time by clicking the unsubscribe link at the bottom of all of our emails.

We use a third party provider based in the EU to deliver our newsletter - Mailjet. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. Our supplier is certified GDPR compliant.

Customer Mailing Lists

We act as Processor on behalf of some customers to manage their company mailing lists and newsletters. Agreements are drawn up separately as part of this service.

Social Media

Siserone does not engage with any external social media platforms.