

# Privacy Policy

We are committed to protecting your privacy. We will only use the information that we collect about you lawfully (in accordance with the General Data Protection Regulation Act 2018).

This policy (together with our terms of use and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting our website <https://www.hybridmailsolutions.com> you are accepting and consenting to the practices described in this policy.

This Privacy Policy is based on our fundamental goal to provide our visitors with quality information and resources while maintaining individual anonymity and personal privacy.

Hybrid Mail Solutions Limited encourages you to read this Privacy Policy before using the Website.

For the purpose of the GDPR Data Protection Act, the Data Processor is Hybrid Mail Solutions Limited, Unit A1 17 Heron Road Belfast BT3 9LE

We solely collect, process and use personal data if permitted or ordered by law or if you have provided us with your explicit consent.

When processing personal data we will comply with the eight enforceable principles of good practice. They say that data must be:

- Fairly and lawfully processed
- Processed for limited purposes
- Adequate, relevant and not excessive
- Accurate
- Not kept longer than necessary
- Processed in accordance with the data subject's rights
- Secure
- Not transferred to countries without adequate protection.

We will not e-mail you in the future unless you have given us your consent.

We will give you the chance to refuse any marketing email from us or from another trader in the future.



The type of information we will collect about you includes:

- your name
- address
- phone number
- email address

We will never collect sensitive information about you without your explicit consent. When you access the website the client information, the essential and nonessential technical information listed below are automatically collected – we refer to those categories collectively as “access” information. No other information/personal data is collected through the Website except when you deliberately decide to send it to us (for example submitting data on a web contact form etc.).

The personal information which we hold will be held securely in accordance with our internal security policy and the law.

Due to technical reasons within the communication in the internet, your browser transmits specific data from your computer to us. Such data which are typically not personal will only be stored for evaluation in case of errors and will be deleted after each session (meaning when you close your browser). Additionally, we normally receive your IP-address from your computer, which could be regarded as personal data in each individual case. The following data is automatically collected when you visit the Website:

Client information: your Internet domain, registered company (if applicable), GeoIP information, and Internet address of the computer you are using.

Essential technical information: identification of the page or service you are requesting, type of browser and operating system you are using; and the date and time of access.

Nonessential technical information: The Internet address of the website from which you linked directly to our Website, which marketing emails you respond to, and resulting actions taken upon receipt of email (click-paths), and the “cookie information” as described below and in the Cookie Notice.

The information we hold will be accurate and up to date. You can check the information that we hold about you by emailing us. If you find any inaccuracies we will delete or correct it promptly.

## COOKIES

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site.

When responding to online forms or other questions or comment in a blog on the Website: including information entered into these forms, questions or blog comment fields (such as your name, email address, and the content) will be collected in order to provide you with the requested service, information, documents etc. The same applies in case you send us an email.

There is no legal requirement for you to provide any information at our Website. However, our Website will not work without routing information and the essential technical information. Failure of your browser to provide nonessential technical information will not prevent your use of our Website but may prevent certain features from working. Failure to provide any optional information that is requested at the Website, will mean that the feature or service associated with that part of the Website may not be available to you.

### THE WAY WE USE INFORMATION

#### Use of Client information

Client information is solely used to route the requested Website to your computer for viewing.

#### Use of essential and nonessential technical information

Essential and nonessential technical information solely helps us respond to your request in an appropriate format (or in a personalised manner) and helps us plan Website improvements.

#### Use of cookie information

By using cookies, this allows us to:

- identify your traffic pattern on our Website,
- identify your approximate geographic location

This aggregated information allows us to increase the relevancy of content we promote to you during this and subsequent visits to our Website.

These promotions include but are not limited to:

- Promoting relevant adverts on our Website for products you have looked at on our Website;
- Promoting relevant adverts on our Website for events specific to your geographic location.



Should you go on and submit your contact information on our Website we will connect this information to the information stored against your cookie.

Use of optional information as well as information of registered users

Optional information you have provided as well as information you have provided in the course of contact form for and the use of the Customer Login enables Hybrid Mail Solutions Limited to provide you with information, products and services you have requested, and to keep you posted on the latest news on products and services, special offers and events which may be of interest to you. For these purposes Hybrid Mail Solutions Limited may contact you by post and phone and, if you give Hybrid Mail Solutions Limited your prior explicit consent to do so, by email or other electronic means.

However, Hybrid Mail Solutions Limited will not use your personal contact information for promotional and marketing communication unless you give Hybrid Mail Solutions Limited your permission to do so.

You may object to the further use of your personal data for the purpose of advertisement and promotion at any time with future effect without costs arising by virtue thereof, other than preparation as well as transmission costs pursuant to the basic rates. Such objection may be directed to the following contact details: Hybrid Mail Solutions Limited, 5 Drumbrughas Avenue, Lisnaskea, Co Fermanagh BT92 0QQ.

You may also revoke your provided consent at any time through the following contact details: [info@hybridmailsolutions.com](mailto:info@hybridmailsolutions.com) or at Hybrid Mail Solutions Limited, 5 Drumbrughas Avenue, Lisnaskea, Co Fermanagh BT92 0QQ.

If you do not wish to receive promotional or marketing e-mails from Hybrid Mail Solutions Limited, you may also opt-out from this way of communication when you initially provide personal data. You may also opt-out from receiving promotional or marketing emails by clicking the unsubscribe link which Hybrid Mail Solutions includes on all surveys, promotional or marketing emails.

Please note, that not all reasons for communications with Hybrid Mail Solutions Limited are covered by these opt-out procedures as well as an objection or revocation of a declaration of consent. Hybrid Mail Solutions Limited may further communicate with you if permitted by law, e.g. to provide you with confirmation of a completed transaction (such as a purchase, service request), to provide you with information regarding a particular product you purchased, provide notification of changes of terms of service, or to provide you with important information about the use of a product that you have purchased or software that you have downloaded.

However, Hybrid Mail Solutions Limited will respect your wishes not to receive promotional or marketing related communication at any time.



## **DISCLOSURES OF PERSONAL DATA**

Hybrid Mail Solutions Limited will not share, sell, trade or rent your personal data to any Third Party, except as follows:

### **Disclosures to members of Hybrid Mail Solutions**

Hybrid Mail Solutions Limited may share your personal data with members of its team but solely to the extent necessary to provide you with information, software or services you requested or to provide you with access to information you requested.

### **Disclosures to Third Parties**

To provide you with superior service, Hybrid Mail Solutions Limited may also share your personal data with Third Parties but only in the strictly limited circumstances set out below.

### **Disclosures to Technology Partners**

Hybrid Mail Solutions Limited may share your personal data with technology partners with which Hybrid Mail Solutions may enter from time to time into co-operation and partnership agreements. Hybrid Mail Solutions Limited may pass your personal data to the respective technology partner but only to the extent necessary to provide you with the information, products and/or services which you requested. All of Hybrid Mail Solutions Technology Partners and their employees are obligated to protect your personal data in accordance with this Privacy Policy. They are prohibited from disclosing your personal data to any other third party and from using your personal data for any other purpose than state in this Privacy Policy.

### **Disclosure to Service Providers**

Hybrid Mail Solutions Limited may share your personal data with service providers which help Hybrid Mail Solutions Limited to operate its business and its software as well as to administer activities on behalf of Hybrid Mail Solutions Limited such as hosting the Website, analysing our Website sending out information, processing transactions and implementing marketing activities (where permissible). Hybrid Mail Solutions Limited will pass to those service providers only those parts of your personal data necessary to enable them to deliver the services. All service providers and their employees are obligated to protect your personal data in accordance with this Privacy Policy and the applicable data protection law.

## **UPDATING YOUR PERSONAL DATA**

Hybrid Mail Solutions Limited understands that during your relationship with Hybrid Mail Solutions Limited through the Website it may become necessary for you to change or update your personal data and communication preferences with regards to the Website. Hybrid Mail Solutions Limited attaches great importance to keep your personal data accurate, complete and up-to-date.

Last Reviewed: 7<sup>th</sup> November 2024

Next Review: 25<sup>th</sup> November 2025



You can request to review and correct your personal data collected by contacting Hybrid Mail Solutions Limited at [info@hybridmailsolutions.com](mailto:info@hybridmailsolutions.com) or at Hybrid Mail Solutions Limited, 5 Drumbrughas Avenue, Lisnaskea, Co Fermanagh BT92 0QQ.

## **SECURITY OF YOUR PERSONAL DATA**

Hybrid Mail Solutions Limited requests have access to your personal data (see above). All Hybrid Mail Solutions Limited employees are required to adhere to this Privacy Policy.

Although, Hybrid Mail Solutions Limited strives to protect your personal data, please recognise that Hybrid Mail Solutions Limited cannot ensure the security of personal data when you provide your personal data through the Website or when you send your personal data by email, as the internet and email communications over the internet may not be secure. You accept that Hybrid Mail Solutions Limited cannot be responsible for any loss or unauthorised interception of information transmitted via the internet which is beyond Hybrid Mail Solutions control.

maintains a secure IT environment and has appropriate security measures – administrative, technical and physical – in place to protect your personal data from unauthorised access, use, or disclosure. To ensure continuous security of your personal data Hybrid Mail Solutions Limited regularly reviews and enhances its data collection, storage and processing practices and security measures.

Your personal data is stored on servers located within the UK. Only Hybrid Mail Solutions Limited employees and authorised employees of our business partners with a direct need to know your personal data in order to provide or improve our services or to fulfil your

## **YOUR RIGHTS OF ACCESS AND TO RECTIFICATION, ERASURE AND BLOCKING**

You may request information from us at any time whether and if so what personal data are recorded, the purpose of recording this personal data and information relating to the source of the personal data and recipients or type of recipients of this data. Such requests may be directed to Data Protection Officer at [info@hybridmailsolutions.com](mailto:info@hybridmailsolutions.com) or at Hybrid Mail Solutions Limited, Unit A1 17 Heron Road Belfast BT3 9LE

In addition, and in accordance with legal provisions you have the right to rectification, erasure and blocking of your personal data.

## **PRIVACY POLICY UPDATES**

Hybrid Mail Solutions Limited reserves the right to make changes to this Privacy Policy.

Last Reviewed: 7<sup>th</sup> November 2024

Next Review: 25<sup>th</sup> November 2025



If Hybrid Mail Solutions Limited makes a change to this Privacy Policy, including but not limited to the way of collecting and using your personal data, Hybrid Mail Solutions Limited will post a notice on this Website.

As Hybrid Mail Solutions Limited may update this Privacy Policy from time to time, Hybrid Mail Solutions Limited encourages you to check this Website regularly since your continued use of this Website following any changes to this Privacy Policy will be deemed to constitute your acknowledgement and acceptance of such change.

If we intend to transfer your information outside the EEA (European Economic Area) we will always obtain your consent first.

### **CONTACT INFORMATION**

If you have any questions, queries or suggestions regarding this Privacy Policy and Hybrid Mail Solutions handling of your personal data or if you have any concerns about this Privacy Policy, please feel free to contact us at [info@hybridmailsolutions.com](mailto:info@hybridmailsolutions.com) or at Hybrid Mail Solutions Limited, Unit A1 17 Heron Road Belfast BT3 9LE