

CloudDrive IT Services – Privacy Policy

Updated: May 2018

By using our services, you are agreeing to the terms and conditions that have been set out by CloudDrive IT Services. These conditions ensure that we safeguard your privacy while allowing us to store and handle personal data relating to certain products and services. This policy also safeguards the company against individuals who make unsubstantiated claims about the company regarding the storage and handling of personal data. Failure to comply with these terms and conditions can result in termination of services and the prevention of using our services. If you decline these terms and conditions then our services will be terminated with the client henceforth. The following terms and conditions are set below:

Storage of Personal Information:

- 1) CloudDrive IT Services value our client's data since it provides us with direct contact with both the client themselves and the business or organisation that they own. We take extensive measures to ensure the protection of your data and ensure the integrity of our systems to keep offering you the best service possible. We encrypt our data with 256-bit AES encryption. This can ensure the protection and the prevention of unauthorised data modification. This is considered an effective method to prevent data from being viewed if the data was to be intercepted by malicious individual
- 2) We constantly backup your data to a standalone system where it cannot be accessed by users over the Internet. This is a security measure so that your data is archived on a regular basis and cannot be accessed by malicious individuals. We also apply the encryption method to this standalone system as a precautionary measure. Standalone refers to a computer system that does not possess a connection to the Internet making it safer from unauthorised interceptions.
- 3) We will not store your data on easily accessible devices such as memory sticks or flash memory since it can easily be lost or stolen by authorised personnel. Instead, we use remote desktop connection in order to access one of our machines in our office so that we can access your data. All personnel are given different access permissions so be at ease knowing that not all of our personnel can access your data
- 4) We constantly monitor our systems to ensure that your data is being protected while it is being stored on our systems. Our detection systems regularly check to make sure that no users are accessing your information without prior consent. We also monitor the amount of times that your data is accessed so that in the event that your data is being shared, the individual's user access will be revoked and the individual will be reported to the local authorities as stated in the Data Protection Act 1998.

The Use of Personal Data within the Company

- 5) We will never share your data with third party groups such as retailers or online services. This is an offence under the laws of the Data Protection Act 1998 and data shall not be shared without prior consent of the client. We will not attempt to exchange your details in return for financial gain nor will we attempt to share your details in return for other details. We believe your privacy matters and it is considered a major offence in our company if anyone is found to be sharing details without prior consent.
- 6) We will use your data in terms of contact and will also send promotional offers to you on a regular basis. If the user desires, they can be opted out of this service but by default, we will send promotional material to your stated details given. In order to opt out of these offers, you must contact us directly by emailing us at info@cloudriveit.com we will be able to deal with your inquiry as soon as possible. You will be opted out of this offer within 24 Hours.
- 7) We may use your data to contact you on a regular basis so that we can notify you of our new services that we can offer you on a personal matter or a corporate matter. This is an optional feature but is by default turned on. In order to opt out of these text messages or voice calls, you just need to contact us regarding the matter and we will aim to opt you out of these services within 24-48 Hours depending on the time zone.
- 8) We may use your information on our testimonial page in order to generate more clients for our business. Please be assured that none of this information will be used to directly link it back to you as an individual. We usually show testimonials of businesses which we have provided work for and who are happy to write a testimonial for us. We may also use your business to showcase the work which we have done previously.

Cookies Policy - What they are and why we Use Them

Cookies are small text files our website might save to your PC, tablet or mobile device whenever you visit us. These files can be used to remember certain preferences about your recent visits to particular websites (Such as Login Credentials, Language Preferences, and System Data etc.) These can help make your session on specific websites run more smoothly and more fluidly.

Why would we use cookies? We use cookies for analytical calculations so that we may view who has visited our site in the past days, months or years. Our main provider for this is Google™ Analytics which deals with the handling of analytical information regarding our site. It will display information such as number of site visits, approximate locations and other data that can be used to help improve our visitors experience in the future.

You do not however have to use cookies if you do not want to. This is purely an optional feature but it is recommended since it can help provide us on aspects which can be used to improve future visits to our websites. Please be assured that none of the information that is stored in the cookie-related files cannot be used to directly identify you and will never be used to identify you. This is purely to improve the day-to-day running of our website.