

PRIVACY NOTICE

Solidsoft Reply is part of the Reply Group. This privacy policy explains how Solidsoft Reply uses the personal data we collect from you when you use our website.

Topics:

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WHAT DATA DO WE COLLECT?

Solidsoft Reply collects the following data:

- Personal identification information (your organisation name, your name, email address)

HOW DO WE COLLECT YOUR DATA?

You directly provide Solidsoft Reply with most of the data we collect. We collect data and process data when you:

- Register online or place an order for any of our products or services.

HOW WILL WE USE YOUR DATA?

Solidsoft Reply collects your data so that we can:

- Process your order and manage your account.

When Solidsoft Reply processes your order, it may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.

HOW DO WE STORE YOUR DATA?

Solidsoft Reply stores your data using services provided by Zoho (www.Zoho.com) and Stripe (stripe.com). Zoho and Stripe's privacy policies can be seen on their websites.

Solidsoft Reply will keep your data for the period over which you are registered for our services. Once this time period has expired, we will delete your data by deleting your details from the Zoho and Stripe services.

WHAT ARE YOUR DATA PROTECTION RIGHTS?

Solidsoft Reply would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request Solidsoft Reply for copies of your personal data. We may charge you a small fee for this service.

The right to rectification – You have the right to request that Solidsoft Reply correct any information you believe is inaccurate. You also have the right to request Solidsoft Reply to complete the information you believe is incomplete.

The right to erasure – You have the right to request that Solidsoft Reply erase your personal data.

The right to restrict processing – You have the right to request that Solidsoft Reply restrict the processing of your personal data.

The right to object to processing – You have the right to object to Solidsoft Reply's processing of your personal data.

The right to data portability – You have the right to request that Solidsoft Reply transfer the data that we have collected to another organization, or directly to you.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us:

Email us at: solidsoft@reply.com

Call us at: 01256 375700

Or write to us: Data Protection Team, Solidsoft Reply, Grove House, Lutyens Close, Chineham Court, Lychpit, Basingstoke RG24 8AG

Further details about your rights can be seen on the website of the Information Commissioner's Office at ico.org.uk.

COOKIES

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

For further information, visit allaboutcookies.org.

How do we use cookies?

Solidsoft Reply uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website

What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

- Necessary cookies - Solidsoft Reply uses these cookies to enable core functionality such as security, network management, and accessibility.
- Functionality cookies – Solidsoft Reply uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.

How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

PRIVACY POLICIES OF OTHER WEBSITES

The Solidsoft Reply website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, please read their privacy policy.

CHANGES TO OUR PRIVACY POLICY

Solidsoft Reply keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 28th July 2019.

HOW TO CONTACT US

If you have any questions about Solidsoft Reply's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: solidsoft@reply.com

Call us at: 01256 375700

Or write to us: Data Protection Team, Solidsoft Reply, Grove House, Lutyens Close, Chineham Court, Lychpit, Basingstoke RG24 8AG

HOW TO CONTACT THE APPROPRIATE AUTHORITY

Should you wish to report a complaint or if you feel that Solidsoft Reply has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office via their website at ico.org.uk.