

**PNO Solutions Limited**

# Privacy Policy

Last updated 6<sup>th</sup> November 2023

## 1 OUR CONTACT DETAILS

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**PNO Solutions Limited**

c/o Redstone AS  
253 Monton Road  
Eccles  
M30 9PS

[support@pno.solutions](mailto:support@pno.solutions)

+44 161 554 03 04

## 2 INFORMATION WE COLLECT

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The following information is collected:

- Your email addresses
- Your username
- Your first and last name
- Your billing addresses
- Your IP addresses
- Payments made by you to us
- Access credentials
- Logs of your access to services
- Logs of operations performed by you on services

## 3 HOW WE OBTAIN PERSONAL INFORMATION

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In most cases, the information we process is provided by you for one of the following reasons:

- You register to use our services
- You contact us via email
- You provide us with the information for a service

The information you have provided is utilised to deliver the services you have with us. We reserve the right to share this information with third parties as required to fulfil the services you have solicited. In compliance with the General Data Protection Regulation (GDPR), the legal bases upon which we predicate the processing of this information encompass:

- Your explicit consent. You may revoke consent by emailing us.
- Our adherence to contractual obligations. Some services may require sharing your information with third parties.

## 4 HOW WE STORE YOUR INFORMATION

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Your information is securely stored at an ISO27001 and SOC2 accredited data centre.

Account contact information and access information are retained for the duration of the account being open.

Financial records are retained indefinitely.

Server logs are typically retained for 30 days or less; however, they may be stored for up to 12 months.

Correspondence may be held indefinitely at our discretion.

## 5 WHO WE SHARE YOUR INFORMATION WITH

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### 5.1 MICROSOFT

We utilise Microsoft 365 for storing, sending, and receiving emails.

<https://privacy.microsoft.com/en-gb/privacystatement>

### 5.2 MOLLIE

We utilise Mollie as our payment processor

<https://www.mollie.com/gb/privacy>

## 6 YOUR RIGHTS

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Under GDPR, you have the following rights:

- Right to access your data – you may ask us for a copy of the data we hold about you
- Right to rectify your data – you may ask us to modify data we hold about you that you believe to be incorrect
- Right to erasure – you may ask us to delete data we hold about you under certain circumstances
- Right to restrict processing – you may ask us to restrict the processing of your information under certain circumstances
- Right to object – you may object to the processing of your information under certain circumstances
- Right to portability – you may ask us to transfer the personal information you gave us to another organisation under certain circumstances.

You do not have to pay to exercise your rights. If you make a request, we must respond within one month. Please email us to make a request.

## 7 HOW TO COMPLAIN

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If you have any concerns about our use of your personal information, you can make a complaint to us through our support channels.

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

The ICO's address is:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>