



***Cimota* TECH**

E-Colony

Privacy Policy

Disclaimer

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For further information regarding this notice contact enquiries@cimotatech.com using the subject 'E-Colony Copyright Notice'.

CimotaTech reserves the right to withdraw or amend this declaration at any time without prior notice. Infringements or breaches of this notice will be pursued to the fullest extent permissible by the appropriate legal institutions and authorities.

Version Numbering

For the purposes of this and other documents we employ the industry standard versioning system used in software engineering. In this system a decimal point is used to separate version identifiers. Version identifiers can be explained using the following table:

Major Revisions	Minor Revisions	Patches (N/A)
1	1	0

Contacting CimotaTech

Should you find this document deficient, require further assistance or have any questions that this document doesn't answer, then please reach out to us at enquiries@cimotatech.com. Someone will get back to you within 24 hours to explain this policy in more detail and answer any questions you have.

Thank you for choosing CimotaTech.

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Overview

CimotaTech (“we”, “us”) take your privacy very seriously. We offer services to our customers to run their own businesses online using our online website building platform “e-Colony”.

This policy describes the types of Personal Data we collect through the use of our services and the services that we connect to in order to fulfil the requirements of our customers to provide you with a meaningful online experience. This policy also details the use of that personal data, whom we share it with, your rights and choices to control your personal data, how we store your personal data, and how you can contact us about our privacy practices or your personal data.

This policy does not apply to any of the third party services, websites or products to which we connect through the use of our platform. You should consider the privacy policies and practices of those third-parties carefully and separately from our own. We will make it clear in this document which third-party providers we utilize and provide you a link to their websites so you can view their policies for yourself.

This document is broken down into sections that describe each potential aspect of this site, and the impact of that feature on your data. If you have any questions about this policy in relation to a specific site, please contact enquiries@cimotatech.com with your query and specify the name of the website, we will then be able to provide you with more specific information about that website’s current features at the time of your enquiry and how that affects your personal data.

What data / information do we collect?

General

We collect the following information when you connect to one of our websites:

- IP addresses that you connect from
- MAC addresses that you connect from

We also store some of this information in session data to manage your browsing session. This data is stored in memory on our servers and periodically cleared. We also store cookies on your browser to identify the session data and to manage your experience whilst you're browsing our sites.

Payments

When you make a payment, we collect information such as:

- First name
- Last name
- Shipping address line 1
- Shipping address line 2
- Shipping county
- Shipping Country
- Shipping Postcode
- Email address

The email address is shared with the payment service provider when making the payment and all of the information is stored in our database in order to manage your orders. This information can be deleted by contacting enquiries@cimotatech.com.

Please note however that if we delete this information, we and the merchant will no longer be able to contact you about your order and any orders currently being processed or shipped may be cancelled or delayed.

E-Commerce Pages

The ecommerce pages use session data to store your shopping cart information. This includes the following:

- Products you have added to your cart including quantity and customisations.
- Discount codes applied to your cart.
- Selected shipping country

User Login / Registration

When you register as a user on one of our websites, you can submit the following information:

- Username
- Email Address
- Password
- First name
- Last name

This information can be reviewed, updated or deleted via the user profile screens.

To remove any of this information that cannot be removed via the screens, please contact enquiries@cimotatech.com.

Data collection from other sources

We can collect data on you from other sources, such as social media platforms. If you register or log in using one of the third party social media providers to access your account, we will have access to some of your third party information from that provider. For example, they will send your email address along with other information as authorised by that service.

Once you are registered with us, we store a token to authenticate you on our system using the social platform. This token may expire after some time and you may therefore be required to log back in (or reauthenticate) using the social platform login. Whilst the token is attributed to your user it contains no information that we can access or retrieve about you or your social media account. If you wish for us to forcibly remove this information from our databases, please contact enquiries@cimotatech.com.

Please note that in doing so, we will sever the connection to our system from your social media platform and you may be required to reauthorise our application or re-register for our services again at a later date to regain access to your account. Whilst unlikely, some loss of data may occur in these instances which may result in you logging back in as a new user without access to your previous information. Please also note that if we remove your user account as well as the social login token, all information about you will be purged from our databases and your account will not be retrievable. In these instances we recommend that you save a local copy of any digital purchases or any other data you don't want to lose before requesting the deletion.

If at any time you wish to remove this information, please contact enquiries@cimotatech.com in order to request this. Please note that if you remove your account then you will lose access to any information on the system including previous purchase information or digital products.

Please note that all other information stored with the social media platform is controlled by that platform as the data controller and they should be approached regarding the deletion of any data. We act as the data controller for all other information pertaining to registrations in our systems so please contact us if you wish to remove or are having issues with your data.

We currently support Facebook and Google social media login. Please refer to their privacy policies for more information regarding how your information is shared with us when you sign up with their features.

Facebook: <https://facebook.com/about/privacy>

Google: <https://policies.google.com/privacy?hl=en-US>

Contact Pages

On the contact pages you will tend to submit a contact email address in order to contact the owner of the site. Any other personally identifiable information submitted via that form will be collected as we store the value of every field in that form.

To remove this information, please contact enquiries@cimotatech.com.

Administration Pages

The administration screens of this site store information about your session and user information. This information can be accessed and modified in a very similar way to the user login or registration information above.

To completely remove your account, please contact enquiries@cimotatech.com.

How do we collect this information?

General

When you access our sites for the first time information is collected about your session and stored in your browser and on our site. This allows us to manage your session and protect the application from malicious access.

Cookies

Cookies are small bits of text information stored in your browser. These are used to personalise your experience when browsing the web. We use cookies to identify your session and to manage aspects of your session with us. This information can be deleted by clearing your browsing data and cookies on your computer.

Session Data

Session data is collected as you use our sites. This includes but is not limited to IP addresses, pages you've visited and items you've selected to purchase in the shopping cart. This information is cached in memory on our servers and cleared periodically.

Persistent Data

Persistent data (usernames, passwords etc) are collected when you submit forms on the websites. This includes but is not limited to updating your user profile, submitting a contact form or logging a support request. This information is stored in a database so that it can be viewed or modified later. Some of this information can be deleted / modified via the screens. However to completely remove the data please contact enquiries@cimotatech.com.

How can you control your data?

Request a copy of your data

You can request a copy of your data by contacting enquiries@cimotatech.com and telling us what information you require. Please note that we will ask for proof of your identity before we release any data to you. We make no warranties or guarantees as to the format of the data when it is released to you, however we will do our utmost to ensure that it is human-readable.

Please note: *If we suspect someone is trying to access another user's data fraudulently we will engage with the relevant legal entities to pursue the matter. As data controllers we reserve the right to purge data at any time without warning.*

Request your data to be deleted

Some personal data can be removed via the screens. Information held in your user profile for example.

However if you want to have all of your personally identifiable information purged from the website, please get in touch via enquiries@cimotatech.com and give us as much information as you can to assist us with your query. We will give you updates as we progress with your request and inform you once your data has been removed.

Please note that this action is **NOT REVERSIBLE**. Once your data has been purged from our systems it is gone forever and we cannot re-retrieve it as doing so may result in other user data being lost or re-added to our systems.

Opt-out of data collection

Some of our data collection is mandatory. For example, if you use our site, information about the computer you've connected with will be collected. To opt out of this data collection we advise you to not use this site. We inform you about this via the cookie banner at the bottom of our web pages. This cookie banner can be suppressed by accepting the cookies via the banner.

However most personally identifiable data, for example email addresses and names will only be collected if you submit it via one of the pages on the site. For example when filling out a contact form or completing a user profile (if the site is configured to allow customers to log in). To opt-out of this form of data collection we advise you not to submit any personal information to our web pages unless you want it to be stored. Please note that you can delete some of your user profile data using the user profile screens.

If you want to have all of your personally identifiable information purged from the website, please get in touch via enquiries@cimotatech.com and give us as much information as you can to assist us with your query. We will give you updates as we progress with your request and inform you once your data has been removed.

How is your data protected?

General

Our applications are hosted in Google's data centres. Our database server instances are kept separate from the web application instances to protect them from malicious access.

Our applications also have a number of security features to protect from potentially malicious requests attempting to gain access to data.

Finally our Web Applications are scanned by the Google Cloud Vulnerability Scanner to identify potential high profile security vulnerabilities in our applications. When a vulnerability is detected we immediately act upon it and secure our sites to prevent malicious exploitation. In the event that a vulnerability is identified we will investigate the issue and contact the appropriate persons if we suspect any unauthorised exfiltration of data.

Storage

Personal data is stored in one of three places.

1. Session Data - Browser session data is cached on our application servers. Once your session is over, this cached data is deleted.
2. Cookies - Cookies are temporary files stored in your browser. We use these cookies to personalize your experience on our sites. We utilise Secure Cookies on our websites to protect your information from potential attackers who have access to your browser data. Cookies can be cleared from your browser at any time and once cleared all of that information is no longer known to our system until it is reset by performing the necessary steps to store that data again.
3. Persistent storage - Data that is persistent (usernames, emails etc) is stored in our Database server. This is kept separate from our application servers in order to increase data security and privacy.

Data Lifespan

Different data has different lifespans in our system, to illustrate this we have included more details below. Please note that the deletion of this data is **non-reversible**.

Session Data

Session data contains information about your activities on our sites during your session. We cache session data in memory on our application servers which means that the session data may expire whilst you're still on our site. Once your session is over this session data will persist for a small amount of time and then be deleted.

Cookies

Cookies are small bits of information stored in your browser. This information is used to personalize your session and to handle on screen actions such as shopping carts and to identify which session in our cache is yours. This information can be deleted from your browser by clearing your browsing data and cookies.

Persistent Data

Persistent data (such as email addresses, usernames and passwords) are stored in the database. This information stays in the database for as long as it remains active. Some of this information can be removed via the screens, for the removal of other data you can contact enquiries@cimotatech.com and we can schedule a data purge for you.

What data do we share data with third parties?

Data	Third Party	Why?
IP / MAC Addresses that you use to connect to the website.	Google https://policies.google.com/privacy	Because our applications are hosted in Google's data centres, Google uses this information to log access to the websites and also to scan for potential attacks.
Customer Email Addresses	Stripe https://stripe.com/gb	When making a payment the paying customer's email address is shared with the payment service provider so that they can send potential payment receipts.
Any personally identifiable information submitted via the Contact Us pages. Email addresses and names included in your user profile.	Slack https://slack.com/intl/en-gb/?eu_nc=1	We integrate into the Slack messaging system. In order to send notifications to customers and the website administrators. In order to do this any personally identifiable

		<p>information included when filling out the contact us pages and / or email addresses and names included in the User Profile screens if they are required to send the message.</p>
<p>Any personally identifiable information submitted via the Contact Us pages.</p> <p>Email addresses and names included in your user profile.</p>	<p>SendGrid https://sendgrid.com/</p>	<p>We integrate into the SendGrid messaging system. In order to send notifications to customers and the website administrators. In order to do this we may share any personally identifiable information included when filling out the contact us pages and / or email addresses and names included in the User Profile screens if they are required to send the message.</p>
<p>Any personally identifiable information submitted via the support pop up (on the admin screens) or the support link in the footer of the main websites.</p>	<p>Atlassian https://www.atlassian.com/</p>	<p>This information feeds directly into Jira, the atlassian product we use to manage our projects. If any personally identifiable information is submitted, it will be used purely in order to resolve your query. If it is not relevant to your query we will redact it to protect your privacy.</p>