

# Privacy Policy

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The privacy and security of your personal information is very important to us. We take this matter very seriously. This privacy policy sets out how we collect and manage your personal information and how you can remove your personal information from our databases. For any queries that you may have about your personal information at KL Virtual, please email [info@klvirtual.com](mailto:info@klvirtual.com)

## **Who Is Collecting Your Personal Information?**

This privacy policy applies to [www.klvirtual.com](http://www.klvirtual.com) which is owned and operated by KL Virtual, located at 39 Holly Road, Kesgrave Ipswich IP5 1HX This privacy policy describes how KL Virtual collects and uses the personal information you provide on our website [klvirtual.com](http://klvirtual.com). It also describes the choices available to you regarding our use of your personal information and how you can access and update this information.

## **How We Collect Personal Information**

You can view all of the content on our site **without** providing your personal information.

1. We collect your information if you have engaged with any member of the KL Virtual team and have discussed KL Virtual services. The individual who has engaged with you has added your details to our mailing list on the basis of Legitimate Interest.
2. We collect personal information if you seek more information about the KL Virtual services when you submit your contact details on Live Chat, use the 'Get a quick quote' or popup form, our Partnership Contact and Enquiry form, and our PPC Landing Page form on our site.
3. The personal information we ask for on the on these forms is your name, email address, phone number, and if applicable, what services you are interested in specifically.
4. The information you submit via our request form is shared only within KL Virtual
5. KL Virtual will contact you by means of email and/or telephone (phone call or SMS) only to the email address and phone number you provide.
6. By submitting these forms stated above you are consenting to sharing this personal information to KL Virtual
7. By submitting these forms stated above, KL Virtual send you direct marketing with further information about our services on the basis of Legitimate Interest.
8. You can opt out of any email communications from KL Virtual by clicking the unsubscribe button located at the bottom of every email.
9. We also collect personal information when you use the 'Our Newsletter' form on our site.
10. You can sign up to KL Virtual email newsletter by submitting this form.
11. To complete the 'Our Newsletter' form you must submit your email address.

## **What We Do with Your Personal Information**

Your data is held by KL Virtual within the remit of Legitimate Interest. KL Virtual does not share, sell, rent, or trade your personal information with third parties without your consent. We retain access to your personal information on our secure electronic database servers for five years, on the basis that over a five-year period organisations grow substantially and the

need for our services is often triggered by such periods of growth. For all those that have progressed from enquiry stage and have had discussions in reference to business needs with a member of our team via email, telephone or website, this information is stored and maintained on our third-party database. Our company is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

### **Requesting and Updating Your Personal Information**

To request a copy of your personal information or to make changes to it please send an email to [info@klvirtual.com](mailto:info@klvirtual.com) with the subject line 'Request for Personal Information' and we will endeavour to respond to your request in five working days. Before we can complete your request you will need to verify your identity to us by confirming your full name and email address.

### **Deleting Your Personal Information from KL Virtual**

To request that your personal information be deleted from KL Virtual's records please send an email to [info@klvirtual.com](mailto:info@klvirtual.com) with the subject line 'Deletion of Personal Information' and we will endeavour to respond to your request in four working days. Before we can complete your request you will need to verify your identity to us by confirming your full name and email address. If you wish to unsubscribe from email marketing you can click the 'Unsubscribe' link at the bottom of any email we send to you.

### **Data processing**

If you are in any way unhappy with the way in which your data has been used, we encourage you to contact us directly at [info@klvirtual.com](mailto:info@klvirtual.com) to give us the opportunity to address your concerns.

### **Changes to This Privacy Policy**

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

### **Cookies**

We collect information directly from you in a number of ways. One way is through our use of 'cookies'. Most websites use cookies in order to make them work, or to work more efficiently, as well as to provide information to the owners of the website. They help us to understand how our customers and potential customers use our website so we can develop and improve the design, layout, content and function of the site. Cookies are small text files that are placed on your computer's hard drive by websites that you visit. They save and

retrieve pieces of information about your visit to the website – for example, how you entered the site, how you navigated through the site and what information and documentation was of interest to you. This means that when you go back to a website, it can give you tailored options based on the information it has stored about you on your last visit.

Some of our cookies are used to simply collect information about how visitors use our website and these types of cookies collect the information in an anonymous form.

The rules about cookies on websites have recently changed. If you are uncomfortable with the use of cookies, you can disable cookies on your computer by changing the settings in the preferences or options menu in your browser. You can set your browser to reject or block cookies or to tell you when a website tries to put a cookie on your computer. You can also delete any cookies that are already stored on your computer's hard drive. However, please be aware that if you do delete and block all cookies from our website, parts of the site will not then work. This is because some of the cookies we use are essential for parts of our website to operate.

To find out more about cookies, including seeing what cookies have been set and how to manage and delete them, visit [www.allaboutcookies.org](http://www.allaboutcookies.org).

If you do not wish to accept cookies from our website, please leave this site immediately and then delete and block all cookies from this site.

### **Copyright**

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### **Security**

We endeavour to take all reasonable steps to protect your personal information. However, we cannot guarantee the security of any data that you disclose online and we will not be responsible for any breach of security unless this is due to our negligence or wilful default.

### **Your rights**

You have the right to ask us not to process your personal data for marketing purposes. You will always have the option to unsubscribe from any electronic marketing. We will aim to inform you before collecting your data if we intend to use your data for such purposes or we intend to disclose your information to any third party for such purpose.