

Privacy Notice

At Splash! City Ltd, we're committed to protecting and respecting your privacy.

This notice explains when and why we collect personal information about people, how we use it, and your rights in relation to your personal data.

We may change this notice from time to time so please check the website at (<https://splash-city.com/>) to ensure that you're happy with any changes.

What information do we collect and how?

If you purchase software directly from us, we will receive some personal information (such as your address).

If you choose to submit a bug report within the software, it will include the data - document and settings - currently within the software; and limited information about the environment (such as the version of Windows on the computer). Submitted error reports is optional, and only happens if you choose to do so.

The legal basis for the processing of your personal data is to enable us to fulfil our contractual obligations.

How is your information used?

We may use your information to:

- process your order
- for our accounts
- to recover your licence code if you have lost it
- information in bug reports is used to identify what caused the problem

How long do we retain your information?

Information provided with orders is retained as long as we retain accounts for that years - usually 6 years.

We retain your name, email address if provided, and the licence code we sent you permanently to allow licence recovery.

Information contained in bug reports is retained while we identify the problem - which is typically a few days, and then erased.

Who has access to your information?

We will not sell or rent your information to third parties and we will not share your information with third parties for marketing purposes.

Please be reassured that we will not release your information to third parties unless we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

How you can access and update your information?

The accuracy of your information is important to us. You can check the information we hold is correct by contacting us at the address(es) at the end of this document.

What are your rights?

- (a) the right to access;
You have the right to confirmation as to whether or not we process your personal data and, where we do, access to the personal data, together with certain additional information. That additional information includes details of the purposes of the processing, the categories of personal data concerned and the recipients of the personal data. Providing the rights and freedoms of others are not affected, we will supply to you a copy of your personal data. The first copy will be provided free of charge, but additional copies may be subject to a reasonable fee. You can access your personal data by visiting your members dashboard when logged into our website.
- (b) the right to rectification;
You have the right to have any inaccurate personal data about you rectified and, taking into account the purposes of the processing, to have any incomplete personal data about you completed.
- (c) the right to erasure;
In some circumstances you have the right to the erasure of your personal data without undue delay. Those circumstances include: the personal data being no longer necessary in relation to the purposes for which the data was collected.
- (d) the right to restrict processing;
In some circumstances you have the right to restrict the processing of your personal data. Those circumstances are: you contest the accuracy of the personal data; processing is unlawful but you oppose erasure; we no longer need the personal data for the purposes of our processing, but you require personal data for the establishment, exercise or defence of legal claims; and you have objected to processing, pending the verification of that objection. Where processing has been restricted on this basis, we may continue to store your personal data. However, we will only otherwise process it: with your consent; for the establishment, exercise or defence of legal claims; for the protection of the rights of another natural or legal person; or for reasons of important public interest.
- (e) the right to object to processing;
You have the right to object to our processing of your personal data for direct electronic communications purposes. If you make such an objection, we will cease to process your personal data for this purpose.
- (f) the right to data portability;

To the extent that the legal basis for our processing of your personal data is that the processing is necessary for the performance of a contract to which you are party and such processing is carried out by automated means, you have the right to receive your personal data from us in a structured, commonly used and machine-readable format. However, this right does not apply where it would adversely affect the rights and freedoms of others.

- (g) the right to complain to a supervisory authority;

If you consider that our processing of your personal information infringes data protection laws, you have a legal right to lodge a complaint with the Information Commissioners Office.

<https://ico.org.uk>

- (h) the right to withdraw consent.

To the extent that the legal basis for our processing of your personal information is consent, you have the right to withdraw that consent at any time.

You may exercise any of your rights in relation to your personal data by written notice to us.

Contacting Us

For data issues you can contact us <https://splash-city.com/primary/contact-us/>, or write to us at:

Orchard End,
Bentley Road,
Slough,
SL1 5BB