
InfoSaaS Privacy Policy

This Privacy Policy will help you understand what information we collect from you and process using this website, how we obtain it, and what choices and rights you have about your personal data.

When we refer to “InfoSaaS” within this Privacy Policy, we are referring to InfoSaaS Limited of 143-157 St John Street, London EC1V 4PW, the company which provides the cloud-based software solutions “InfoSaaS” and “UtopiaR”, the associated websites, and any associated services or features which may be made available to you from this website.

Data Protection Framework

InfoSaaS is based within the United Kingdom, and as such is registered with the Information Commissioner’s Office (ICO) as a Data Controller under the UK Data Protection Act of 1998 (ZA083451). We have also aligned this Privacy Policy with the EU General Data Protection Regulation (GDPR) which comes into effect on 25th May 2018, under the supervision of the ICO within the UK.

InfoSaaS has completed applicable Privacy Impact Assessments (also known as Data Protection Impact Assessments under GDPR) for activities related to this website, and these are available upon request from the InfoSaaS Data Protection Officer (see Section 9).

1. Customer and Citizen Data

You may decide to send us your personal information via this website if you are seeking more information, requesting a demonstration or trial of one of our services, or for other similar business administration or support purposes. Your decision to disclose your personal data is entirely voluntary, and by doing so, you are providing us with specific consent to use your personal data only in relation to the specific purposes for which you have disclosed it to us.

InfoSaaS may access and use your Customer Data only for the purposes for which you have submitted it to us to (a) provide information to you, (b) contact you, (c) provide services to you, or (d) maintain the operations and security of the website and services we provide to you. We will not use your personal information for any other purposes, for example the communication of marketing material, unless we have your specific consent to do so.

We will always handle and store your personal data in accordance with industry best practice aligned with ISO27001, the international standard for information security. This includes the activities and procedures undertaken by our own personnel and any third parties (see Section 5), and the technical controls which we have implemented to prevent the unauthorised access, compromise or theft of information from our applications, supporting computer systems and premises.

2. Sensitive Personal Data

GDPR specifies a set of personal data categories which are “sensitive”, and which require special consideration by Data Controllers. This website, and any services available from this website, do not knowingly collect or process any sensitive personal data, and supporting Privacy Impact Assessments (also known as Data Protection Impact Assessments under GDPR) are available upon request from the InfoSaaS Data Protection Officer (see Section 9).

3. Children’s Personal Data

This website, and any services available from this website, are not directed to children under the age of 13. If you learn that a child under the age of 13 has provided us with their personal information without having parental consent, please contact the InfoSaaS Data Protection Officer (see Section 9) immediately so that we can take appropriate action.

4. Customer and Citizen Data Rights

As prescribed within data protection regulations, you have several rights connected to the provision of your personal data to InfoSaaS using this website. These include your rights to request that we:

- confirm to you what personal data we may hold about you, if any, and for what purposes
- change the consent which you have provided in relation to your personal data
- correct any inaccurate or incomplete personal data which we may hold about you
- provide you with a complete copy of your personal data for you to move elsewhere
- stop processing your personal data, whilst an objection from you is being resolved
- permanently erase all your personal data promptly, and confirms to you that we have done so (there may be reasons why we may be unable to do this)

To contact InfoSaaS, please see Section 9 below.

If we do not properly address your request, or fail to provide you with a valid reason we are unable to do so, you have the right to contact the Information Commissioner's Office to make a complaint. They can be contacted via their website (www.ico.org.uk) or by telephone 0303 123 1113.

5. Declaration of Sub-Processing

To make an informed decision on whether to provide your personal data to InfoSaaS using this website, we need to make you aware of any organisations that act as Data Processors for us in the provision of our services to you. These include Salesforce (for sales administration and account management purposes), Mailchimp (for consented marketing communications), Stripe and Paypal (for payment processing activities).

The activities within which each of these Data Processors participates have been recorded within the applicable Privacy Impact Assessments (also known as Data Protection Impact Assessments under GDPR). These are available upon request from the InfoSaaS Data Protection Officer (see Section 9).

6. Website Cookies

This website uses cookies to record log data. We use both session-based and persistent cookies, dependent upon how you use or interact with our website.

Cookies are small text files sent by us to your computer, or from your computer or mobile device to us each time you visit our website. They are unique to you or your web browser. Session-based cookies last only while your browser is open and are automatically deleted when you close your browser. Persistent cookies last until you or your browser delete them, or until they expire.

We use cookies which are not specific to your account but are unique and allow us to undertake website analytics and customization, among other similar things. If you decide to disable some or all cookies, you may not be able to use some of the functions on our website. We may use third-party cookies, for example Google Analytics, and you may choose to opt-out of third party cookies from their website.

7. External Links

This website may include relevant hyperlinks to external websites not controlled by InfoSaaS. Whilst all reasonable care has been exercised in selecting and providing you with such links, you are advised to exercise caution before clicking any external links. We cannot guarantee the ongoing suitability of external links, nor do we continually verify the safety or security of the contents which may be provided to you. You are advised, therefore, that your use of external links is at your own risk and we cannot be responsible for any damages or consequences caused by your use of them.

8. Changes to this Privacy Policy

We may change this Privacy Policy from time to time, and if we do we will post any changes on this page. If you continue to access this website or use services available from this website after those changes have come into effect, you will have agreed to the revised policy.

9. Contacting InfoSaaS

If you have any questions about this Privacy Policy, would like to exercise any of your statutory rights, or to make a complaint, please write to:

The Data Protection Officer
InfoSaaS Limited
143-157 St John Street
London
EC1V 4PW

email: dpo@infosaaS.uk

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