

## **Process Warden Privacy Policy**

*Process Warden, Pine Grove Enterprise Centre, Pine Grove, Crowborough, East Sussex, United Kingdom, TN6 1DH*

### **Your Privacy**

At Process Warden, we are committed to maintaining the trust and confidence of our clients and visitors to our web sites. We want you to know that Process Warden will never sell, rent or trade email lists with other companies and businesses for marketing purposes.

Here you'll find information on how we treat data that we collect from visitors to our website, which we always process in accordance with the EU's General Data Protection Regulation (GDPR).

### **Collection and Use of Personal Information**

Personal information means any information that may be used to identify you, such as your name, title, phone number, email address, or mailing address. In general, you can browse our website without giving us any personal information.

When someone visits <https://processwarden.com> we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

However, there are additional activities on our site that require you to be registered. For example, to sign up for an account, a free trial or free tier account. As part of the registration process, we collect limited personal information such as an email address. We use that information for several reasons: to activate your free trial; to tell you about services you've asked us to tell you about; to contact you if we need to obtain or provide additional information; to check our records are right and to check every now and then that you're happy and satisfied and to let you know about any special offers and additional functionality to your service.

### **Children (Minors) and Privacy**

Sorry, but if you're aged 16 or under, you will need to get permission to register on our site from a parent or guardian.

### **Use of Cookies**

A cookie is a small text file containing information that a web site transfers to your computer's hard disk for record-keeping purposes and allows us to analyse our site traffic patterns. A cookie cannot give us access to your computer or to information beyond what you provide us. Most web browsers automatically accept cookies; consult your browser's manual or online help if you want information on restricting or disabling the browser's handling of cookies. If you disable cookies, you can still view the publicly available information on our website. If you are using a shared computer and you have cookies turned on, ensure you log off when you finish.

Cookies do lots of different jobs, like letting you navigate between pages efficiently, remembering your preferences, and generally improve the user experience.

You can find more information about cookies at [www.allaboutcookies.org](http://www.allaboutcookies.org) and [www.youronlinechoices.eu](http://www.youronlinechoices.eu).

### **Links to Other Websites**

Our websites may contain links to information on other websites which we do not control. As a result, we cannot be responsible for the protection and privacy of any information that you provide while visiting those sites. Those sites are not governed by this Privacy Policy, and if you have questions about how a site uses your information, you'll need to check that site's privacy statement.

### **Access to Your Personal Information**

You are entitled to access the personal information that we hold. Email your request to our data protection officer [Rhys Powell](#).

## Changes to this Privacy Notice

We keep our privacy notice under regular review.

To make sure that we are on top of things, we reserve our right to make any changes and updates to the privacy policy without giving you notice as and when we need to. We'll always make sure that the most up to date privacy policy is posted on our website. This privacy notice was last updated on 04 September 2020

## Legal basis for Process Warden processing personal data

We are required to set out the legal basis for our 'processing' of personal data.

### General

Process Warden collects and uses customers' personal data because it is necessary for:

- the pursuit of our legitimate interests (as set out below)
- complying with our legal obligations.

In general, we only rely on consent as a legal basis for processing in relation to sending direct marketing communications to customers via email or text message.

Clients **have the right to withdraw consent at any time**. Where consent is the only legal basis for processing, we will cease to process data after consent is withdrawn.

### Our legitimate interests

The normal legal basis for processing customer data, is that it is necessary for the legitimate interests of Process Warden, including:-

- selling and supplying services to our customers
- protecting customers, employees and other individuals and maintaining their safety, health and welfare
- promoting, marketing and advertising our products and services
- sending promotional communications which are relevant and tailored to individual customers
- understanding our customers' behaviour, activities, preferences, and needs
- improving existing products and services and developing new products and services
- complying with our legal and regulatory obligations
- handling customer contacts, queries, complaints or disputes
- protecting Process Warden, its employees and customers, by taking appropriate legal action against third parties who have committed criminal acts or are in breach of legal obligations to Process Warden
- effectively handling any legal claims or regulatory enforcement actions taken against Process Warden; and fulfilling our duties to our customers, colleagues, shareholders and other stakeholders