Privacy policy

Ayrmer Software Ltd is a software and web development studio, based in the United Kingdom.

This privacy policy explains how we (Ayrmer Software) use any personal date we collect about you and how we keep it secure, as we are committed to respecting your privacy and being transparent about how we store and process data we collect about you, in line with the UK General Data Protection Regulation (UK GDPR).

This policy provides you with information about:

- when we might collect your personal data;

- how we use your data;

- what personal data we collect;

- how we ensure your privacy is maintained;

- our legal basis for collecting and using your data;

- our Cookies policy; and

- your legal rights relating to your personal data.

When do we collect data about you?

We collect data from you, when you make an enquiry via our website, email or telephone and the data we collect could be personal data. We may collect additional data, if we are asked to furnish you with a proposal, at which stage we will provide you with our client privacy policy, as part of the proposal.

How will we use the data we collect about you?

We may need to collect information about you to process a business enquiry or as part of a development and / or technical support contract.

This information may include details such as your name, address, e-mail and telephone number.

Ayrmer Software Ltd will not disclose your personal data, unless it is required to fulfil a contract and will be limited to third party suppliers defined within your contract and subject to requirements that they use the information strictly as directed by Ayrmer Software Ltd in accordance with our Data Processing Agreement (DPA).

All data is stored and processed within the United Kingdom and we will always use reasonable endeavours to ensure that your information is held securely.

Ayrmer Software uses your personal data to handle your enquiries and / or to provide you with a personalised service.

We do not sell, rent or trade your personal data to third parties for any purposes.

What personal data do we collect?

We collect your name, address, email and telephone number(s) as well as any personal data within communications between Ayrmer Software Ltd and you. Most data is collected directly, but your employer may also provide personal details as part of a contract.

How do we keep your data secure?

All personal data is stored within our Client Relations Management (CRM) system or our internal servers and access is restricted via user authentications systems.

What is your legal basis for processing my data?

Ayrmer Software Ltd collects and uses your personal data because it is necessary for:

- the purposes of complying with our duties and exercising our rights under a contract for the sale of products or services to a client; or

- complying with our legal obligations.

Cookies

Our websites use cookies to collect information on our servers and also collects data via google-analytics for the purpose of monitoring website traffic. This includes information about browsing when accessing our website(s). Where a Content Security Policy (CSP) is implemented we will describe all third party content permitted on the website.

Other websites

Our website contains links to third party websites. This privacy policy only applies to this website – ayrmer.co.uk – so when you link to other websites you should read their own privacy policies.

Your legal rights relating to personal data

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate. You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please contact us by any of the following means:

- phone us on +44 (0)1364 582017

- e-mail us at charliecollins@ayrmer.co.uk

- write to us at Ayrmer Software Ltd, 2 – 3 Station Yard, Ashburton, Devon TQ13 7EF.

You have the right to lodge a complaint with the Information Commissioner's Office. You can find more information at https://ico.org.uk/

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates within this document that is published at https://www.ayrmer.co.uk/ayrmersoftware-ltd-privacy-policy.pdf.

This privacy policy was last updated in November 2021.