

1. Introduction

This website www.selicaie.com is owned and run by Selica International for Innovation and Evolution Limited hosted and managed by 123-Reg.

This privacy policy sets out Selica International for Innovation and Evolution Limited's commitment to you in respect of how we handle your personal information that we collect or you give us through your use of this website and our services.

For the purposes of this privacy policy "Selica" means Selica International for Innovation and Evolution Limited (company number: 07020912) of:

9 Ash Ride
Enfield
EN2 9BX
Telephone Number: +44 (0)20 8804 1111
Telephone Number: +44 (0)20 8443 3000

This privacy policy includes Selica's general privacy terms that apply to all our dealings with you in any capacity. We may amend this privacy policy at any time. Any changes we make to this privacy policy in the future will be posted on this page and will take effect from the date on which the change is posted. Your use of this website and our services after the date a change takes effect will be subject to this privacy policy as amended by the change. We will take your continued use as your acceptance of the change, so if an amendment is not acceptable to you then you should immediately stop using the website and our services.

2. How do we collect information about you?

The personal information we collect and maintain about you is gathered both indirectly (for example, through the website's technology) and directly (for example, when you register to use our services or offer your services). It is made up of information you give us through your use of our website and through our other communications with you such as by telephone, through our customer service agents and specialist sales consultants or in person. This includes information obtained when you register with us to receive an automated quote, our newsletter or one of our free guides.

We only collect personal information about you if you voluntarily choose to share it with us. We do not share, licence or sell information concerning Selica clients with or to third parties in any way other than as disclosed in this privacy policy.

3. What information do we collect about you?

The personal information that we collect from you includes details such as your name, address, telephone numbers, email address/s and for business users your position in the company. You retain the right to withhold any information from us but please be aware that some of our products and services may not be available to you if this information is not provided by you to us.

4. What about sensitive information?

We may from time to time collect sensitive personal information about our customers. If you do provide us with sensitive personal information when requested then by doing so you are agreeing to that information being used by us for the purposes set out in this privacy policy. If you do not want us to use your sensitive personal information for these purposes then please do not provide us with the information. We use the term “sensitive personal information” to mean information about topics such as personality and private life, racial or ethnic origin, membership of political parties or movements, or other such sensitive topics.

5. Call Recording

Inbound and outbound calls on our customer support lines may be recorded for training or monitoring purposes.

6. How do we use your information?

By using our website, you consent to your personal information being used by us for the following main purposes:

- To provide you with the website and our services;
 - To assist in processing your requests for products and services offered by us;
 - To complete your registration for any accounts packages offered by us, and to communicate with you in relation to those packages;
 - For identification and verification purposes in connection with any of the services or products that may be supplied to you;
 - To contact you regarding your enquiries;
 - To provide you with customer support;
 - For internal analysis and research (in particular, to help us improve the website and our services);
 - To communicate with you regarding any competitions, promotions or other offers which may be of interest to you and for which you may be eligible;
 - To comply with any applicable laws and regulations, including the transfer of personal information to regulatory and government authorities; and
- To help detect and deal with crime and unsavoury behaviour.

We may retain and store some of your personal information, including your customer profile information (such as your name and contact details) and transactional information (such as your teleconferencing history) to improve customer satisfaction and to tailor our services to meet your individual needs.

We may also use and disclose information in aggregate (so that no individuals are identified) for marketing and strategic development purposes.

7. How do we keep your online information secure?

We take security issues seriously. We have implemented appropriate steps to help maintain the security of our information systems, processes and website and prevent the accidental destruction, loss or unauthorised disclosure of the information we collect.

However, whilst we continue to work hard to protect the security and integrity of your personal information, no data transmission over the internet can be guaranteed to be 100% secure and we cannot ensure or warrant the security of any information you transmit to us over the internet. Transmitting personal information over the internet is done at your own risk and you should bear this in mind when using the website and our products and services.

8. Does our website use cookies?

Our website does use cookies, a simple text file that is stored on your computer or mobile device by a website's server and only that server will be able to retrieve or read the contents of that cookie. Each cookie is unique to your web browser. It will contain some basic information such as a unique identifier and the site name and some digits and numbers. It allows a website to remember things like your preferences or what's in your shopping basket. Cookies help us provide you with a better site experience. If you are uncomfortable with our use of cookies you can disable them by changing the settings on your browser, but please note that if you disable them it may affect your ability to properly use the website. You can find out more about the way cookies work and how to disable them at <http://www.cookiecentral.com>.

First-party cookies

We use cookies to monitor how visitors find and use our website. We report on this activity in aggregate, and use this information solely for the purposes of monitoring and improving our website, services and products.

Third-party cookies

We use a variety of widely-used third-party plugins as marketing tools for our own business and to provide convenience tools for our visitors. In our belief the use of these plugins represents current "best practice". We have no direct control over the content of the cookies they create, the use made of any data collected, or the security of that data. These third parties may collect information about your visit to our website, and they may use this with other data in order to serve advertising which may be more relevant to you.

9. Information

9.1 To whom may we disclose your information?

We may use third party agents and service providers around the world to collect, hold and process on our behalf your personal information for the purposes set out in this privacy policy. These agents and service providers act on our instructions and will only use your information as we tell them to.

We may disclose your information to third parties, including the police and other governmental bodies, as required by law or if we think the disclosure may help to detect and deal with crime and/or unsavoury behaviour.

We may give your information to third parties (such as our subsidiaries, associate companies and/or business associates) to allow them to market their goods and services to you, but only with your express consent.

We will not sell your information to a third party, except in the unlikely event that we sell our business, or a substantial part of it; in which case we may transfer your information as part of the sale in order to allow the purchaser to carry on providing some or all of our services to you.

Other than as set out in this privacy policy, we will not disclose your personal information without your consent unless disclosure is either:

- Necessary to prevent a threat to life or health;
- Necessary to stop or prevent a breach of the website's terms and conditions or any of its policies or usage guidelines for specific products or services;
- Necessary to prevent, investigate, detect or prosecute attacks on the technical integrity of the website or its network;
- Necessary in order to protect the rights, property, or safety of Selica or its employees, the users of its website, or the public;
- Authorised or required by law;
- Reasonably necessary to enforce the law; or
- Necessary to investigate any suspected unlawful activity or unsavoury behaviour.

9.2 Linking to third party sites from the www.selicaie.com

You may be able to link to third party sites through our website (for example, to social-networking sites and other information-sharing sites). Other sites that are or may be accessible through our website may have their own privacy and data collection policies, use of data and data disclosure practices. Once you connect to these sites, you should carefully read the security and privacy policies of each of these sites.

This privacy policy only applies to information collected on or through our website and we are not responsible for the collection of data and the related data and privacy policies and practices of third parties.

10. Can you see and update the information we hold about you?

You have the right to ask for a copy of the information we hold about you (for which we may charge a small fee). If you find at any time that any of the information we hold about you is incorrect then you should promptly notify us and we will correct the inaccuracy.

11. Do our privacy practices apply to disclosures you make to third parties?

Please note that this privacy policy addresses only the use and disclosure of information and data we collect from you. If you give your information to others, whether they are third parties that we introduce you to or third party sites that you visit by clicking on a link on one of our websites, different rules may apply to their use or disclosure of the information you give to them. We do not control the privacy policies of third parties, and you are subject to the privacy policies of those third parties where applicable. We strongly encourage you to ask questions before you disclose your personal information to others.

12. Your rights

We only want to contact you if you want to hear from us.

You have the right to request that we amend or delete your personal data. Should you wish to enforce this right then please contact us by email at info@selicaie.com

If, at any time, you decide you don't want to hear from us again, just let us know by calling us 0208 804 1111 (If calling from overseas, +44 20 8804 1111) or dropping us an email to info@selicaie.com and we'll take you off our mailing lists instantly.

13. How can you contact us about privacy issues?

You can contact us about privacy issues or comment or complain about our privacy practices by contacting us at info@selicaie.com.

14. Law

This privacy policy is governed by and shall be construed in accordance with the laws of England and Wales and any disputes which arise under or in connection with this privacy policy shall be determined exclusively by the English Courts sitting in London, United Kingdom.

15. Being data protection registered Selica International is guided, as a member by Member states, supervisory authorities (such as the ICO), the European Data Protection Board (EDPB) and the Commission will promote certification. Our Certification under GDPR is approved by the ICO and it covers our processing activity.

The Certification insures that we comply with the GDPR and enhance our transparency and help us to demonstrate compliance to the regulator, the public and in our business to business relationships