

What is this privacy policy?

This policy explains what we do with information we collect about you when you:

- visit our website
- use one of our services
- apply for a job or work as a contractor for us

There are laws allowing us to collect and keep this information to:

- meet our contractual obligations
- provide products and services to you
- help us develop our products and services.
- grow our business
- protect our systems
- detect and prevent fraud

The law also gives you certain rights relating to information we collect and use. See the sections on '[your rights](#)' and '[how to exercise your rights](#)' for more information.

By visiting hippodigital.co.uk you accept and consent to the practices described in this policy, so please read it carefully. You should also read our [terms and conditions](#).

For the purpose of the General Data Protection Regulation (EU) 2016/679 (GDPR) and the Data Protection Act 1998 2018 (the Act), the data controller is:

Hippo Digital Ltd

First floor, Aireside House

24 Aire Street

Leeds, LS1 4HT

ISO registration number: 00011512259

What we do with information you give us

What we collect and use

- name and address
- company name and address
- your website address
- email address

- phone number
- education and employment history

When we collect this information

When you:

- fill in a contact form on our website
- contact us another way, for example by phone or email
- subscribe to our newsletter
- request information from us
- report a problem with our site

How we use this information

We use this information to:

- carry out our obligations in any contracts we enter into with you
- provide information about products and services you request
- provide information about goods and services that are similar to the ones you have already enquired about or purchased
- process job applications
- let you know about changes to our services
- make sure our website works effectively for you and your device (for example a computer, laptop or mobile phone)
- provide information about goods or services we think might interest you (you can stop us doing this by emailing us at info@hippodigital.co.uk)

What we do with information we automatically collect

What we automatically collect and use

Technical information, including:

- the internet protocol (IP) address used to connect your device to the internet
- log-in information
- browser type and version
- time zone setting
- browser plug-in types and versions
- operating system and platform

Information about your contact with us, including:

- full website addresses for sites you use to get to our site and while using our site, and the sites you go to when leaving our site
- date and time you access those sites
- products you viewed or searched for
- page response times
- page interaction information (for example scrolling, clicks and mouse-overs)
- how you browse away from the page
- phone number used to contact us

When we collect this information

Whenever you visit our website or call us by telephone.

How we use this information

We will use this information to:

- manage our website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes
- make sure our website works effectively for you and your device
- allow you to participate in interactive features of our service
- help us keep our site safe and secure
- suggest goods or services that may be of interest you

What we do with information from other sources

We may receive information about you if you use any of the other websites we operate or the other services we provide. We are also working closely with other organisations (including, for example, business partners, sub-contractors in technical and hosting services, analytics providers, social networks and search information providers) and may receive information about you from them.

We may combine information from these other sources with the information you give to us and the information we automatically collect about you. We may use this combined information for the purposes set out above (depending on the types of information we receive).

Cookies

This website uses cookies to improve your browsing experience and to help us improve our site. You can accept or decline cookies on your first visit to this site.

We have two cookies to distinguish you from other users of the site. One of these can last up to 2 years on your device. The other can last up to 24 hours.

We also have a cookie to stop our site thinking you are several visitors if you use the site more than once. This can last up to 1 minute on your device.

Who we share your information with

If you have accepted particular cookies, we may share your information with:

- business partners, suppliers, and sub-contractors to fulfil any contract we enter into with you
- analytics and search engine providers that help us improve and optimise our site
- providers of information, event and other marketing services working for us

If we buy or sell business assets, we may share your information with prospective buyers or sellers.

If Hippo Digital (or substantially all of its assets) is sold to another organisation, information we hold about our users and customers will become one of the transferred assets.

We may share your information if we are under a duty to disclose or share your personal data to:

- comply with a legal obligation
- apply or enforce our terms and conditions of supply and other agreements
- protect the rights, property or safety of Hippo Digital, our customers or others - this includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction

We will never sell your information to other organisations.

Where we store your information

We use a number of cloud-based products to help us process information we collect. By submitting your personal information, you agree for it to be transferred to, stored in or processed by these products. Some of them will process information outside of the European Economic Area. We review what information is being processed and ensure your information is treated securely and in accordance with our privacy policy.

How long we keep your information

We have data retention policies and procedures to ensure we comply with our legal obligations in relation to the retention and deletion of personal information.

We store personal information only for as long as is necessary, for the purpose the data was collected or to comply with applicable legal, tax or regulatory requirements.

Your rights

Before collecting information about you, we will tell you if we intend to use it for marketing or share it with other organisations. However, you have the right to ask us not to use your information for marketing. You can do this by ticking the appropriate boxes on the forms we use to collect your information. Or you can email us at info@hippodigital.co.uk.

You also have the right to:

- request a copy of the information that we hold about you
- correct inaccurate or incomplete data that we have about you
- ask for information about you to be deleted, in certain circumstances
- restrict how we use your information, where certain conditions apply
- ask us to transfer information about you to another organisation
- object to having your information used in certain ways (for example for marketing)
- object to automatic processing, including profiling
- not be subject to solely automated decisions that affect your legal status or rights

How to exercise your rights

To exercise any of these rights, please contact us at info@hippodigital.co.uk. We will forward any requests you make to other organisations that may be involved in processing your information.

We will reply to all requests, including requests for access to information, within one month.

Changes to our privacy policy

This policy was last updated on 6th December 2019.

We will post any future changes on this page and, where appropriate, notify you by email. Please check this page frequently for updates.

How to complain

If you are unhappy about how your information has been handled by Hippo Digital or an organisation involved in how we use your information, you can make a complaint to our data protection officer or the Information Commissioner's Office:

Hippo Digital's data protection officer

Helen Croft
First floor, Aireside House
24 Aire Street
Leeds, LS1 4HT

Information Commissioner's Office

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Web: <https://ico.org.uk/make-a-complaint/>
Telephone: 0303 123 1113

Contact us

Send questions, comments and requests in relation to this privacy policy to info@hippodigital.co.uk.