

Privacy and Cookies Policy

Information we collect and how we use it

To be able to use certain areas and features of the Site, specifically requested by you, we may require you provide us with information that identifies you personally. This information may include:

- Your name
- Your email address
- Telephone number

The information we collect may be used to correspond with you (such as through email newsletters or correspondence to us initiated by you).

All email newsletters contain instructions to unsubscribe from the mailing list. You can also contact us at info@orbital10.co.uk to remove your email address from our mailing list at any time.

We will never sell or share your personal information to any persons or organisations except when required by law for the investigation of illegal or criminal activities, the exercise of legal rights or in defence against any legal claims, or otherwise.

We only collect basic personal data about you which does not include any special types of information or location based information. This does however include name, address, email etc.

We use this data to:

- Deliver the service requested
- Contact you with matters relating to your service
- Keep you informed of updates to your service and information about related services

When subscribing to our newsletter, we only ask for your email address so we can send you are newsletter and service updates. You can unsubscribe at anytime, just email info@orbital10.co.uk with the word 'unsubscribe' in the subject header.

You are in complete control. You can object or withdraw your consent to the use of your personal data at anytime.

Subject to some legal exceptions, you have the right to:

- request a copy of the personal information we hold about you;
- to have any inaccuracies corrected;
- to have your personal data erased;
- to place a restriction on our processing of your data;
- to object to processing; and
- to request your data to be ported (data portability).

Please address any such requests to info@orbital10.co.uk

If you are dissatisfied with our response you can complain to the Information Commissioner's Office:

Information Commissioner's Office, Wycliffe House, Water Lane Wilmslow, Cheshire SK9 5AF Telephone: 0303 123 1113

Personal Data: How long we keep it for

Under UK law, we are required to keep your basic personal data for a minimum of six years, after which time it will be destroyed. For the purposes of marketing and our newsletter, we will keep your information until you unsubscribe.

Third Parties

We will only pass on your details to trusted third parties with your consent and in order to fulfil your service requirements.

Protecting data

We are committed to ensuring that your personal data is secure. All staff are trained to handle data in accordance with Data Protection laws and GDPR. All data is safeguarded through the appropriate technical and operational procedures implemented by the company.

Links to other sites

Our web site and blog contains links to other web sites. We are not responsible for the privacy practices of such other sites.

How we protect your information

We are committed to ensuring that your identifiable and non-identifiable personal information is secure. However, we cannot assure your identifiable and non-identifiable personal information will never be disclosed in a nature that conflicts with this Privacy Policy. Additionally, we are not responsible for any breach of security or actions undertaken by any third parties that receive the information.

Cookies and how we use them

A cookie is a small file sent to your browser from a Web server to be stored on your computer. A cookie cannot give access to your computer or any information stored on your computer. We use cookies to allow the Site to respond to you as an individual by gathering and remembering information about your preferences when using the Site so when you next visit the Site your preferences for using the Site are already set.

Cookies may also be used to personalise the content you view on the Site. Most web browsers automatically accept cookies, but you can modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

How we store data

Orbital10 retains all rights of ownership on our software, code, databases, designs and any other internally developed application to provide the Site and the Service. You retain all rights of your data posted on the service.

We utilise external vendors and hosting companies to provide the software, hardware, storage, networking and other necessary technology required to provide the service.

Controlling your personal information

We make every effort to give you access to your personal information, to allow you to correct any inaccuracies, or to remove your personal information at your request provided it is not required for genuine business purposes or by law to be retained.

We require you identify yourself and the information you request to access, remove, modify or correct before commencing such requests. We may refuse requests that are of unreasonable technical effort or would be highly unfeasible, endanger the privacy of others, or require access that is not normally necessary. When we provide access to your personal information for the purposes of modification, correction or removal, we do so free of charge except where doing so requires a unreasonable effort.

To request access, correction or removal of your personal information, please email info@orbital10.co.uk. We will remove all of your information and data from the Site within 7 business days upon receipt of your request.

Updates and changes to the privacy policy

Occasionally, we may change this Privacy Policy. Should we do so, we will post a notification on the website. Changes will take effect from the date they are posted

V1. 16/06/21