

Your protection & your rights

Data protection laws state that we are only able to process personal data if we have valid reasons to do so. The reasons we process your personal data include, but are not limited to, your consent, performance of a contract, billing and to contact you.

General

Pixel Surgery does not collect or share any customer data with any third party. Your privacy is very important to us. Everything from your telephone number to your email address, mailing address and passwords will be kept securely on file and for our own internal administrative reference only.

Service Orders

When a service has been requested and a price agreed Pixel Surgery will post a service order to a mailing address specified by the customer. Both copies will be signed. One copy will be returned and one copy will be retained by the customer. A copy of this service order will be kept on file in a locked filing cabinet on Pixel Surgery premises. The service order typically includes customer name, customer telephone number, customer email and customer mailing address. A unique work order ID is also included. None of this information is shared with any third-party and customers can request that the file can be erased or destroyed upon completion of service and when the invoice has been paid in full.

Invoices

When a service has been provided, Pixel Surgery will present the customer with an invoice. The invoice will typically include a customer /company name, the date the invoice is due and an itemised account of the work completed. A copy of this service order will be stored electronically on a password-protected hard drive. None of this information is shared with any third-party and customers can request that these records can be erased or destroyed after a period of 6 years from the end of the last company financial year they relate to.

Customer email accounts

In order to set-up a customer email account and assist in restoring one should the customer lose their details, Pixel Surgery retain a copy of the username and password in an electronic file. The file is stored on a separate hard-drive and is not available on any internal server or local or wide area network. Customers are provided with the option of being able to alter their password by logging into their mail control panel. Once changed Pixel Surgery will not be able to see or record this password. The information will however be stored in an encrypted fashion on the servers of our

Third Party Processors

Customer Admin Panels

For dynamic (database-driven) websites Pixel Surgery will typically set-up a password-protected control panel that allows customers to update areas of their website. The customer will be provided with a username and password to access this secure area of their website. This data is not, under any circumstances, shared with any third party. Passwords and usernames are recorded and stored on a separate hard-drive that is not available on any internal server or network.

To make the control panel as secure and user-friendly as possible it uses cookies. These cookies allow us to record access to the site. The data collected is limited to:

- the Internet domain and IP address from which you access the web site;
- the date and time of your visit;

The data is collected and stored in a database residing on the servers of our Third Party Processors, Fast2hosts.

For further information about cookies, you may like to visit www.allaboutcookies.org.

Email

Pixel Surgery will not under any circumstances access your private email without explicit permission from you. Customers have the option of setting up a confidential password for each mail account. Whilst this will limit our ability to troubleshoot access issues, we generally encourage it. A dedicated email address can be set-up to process website enquiry forms (in which a password is required by the developer to configure the script). We also encourage you to configure your mail account in such a way that emails are removed automatically from the mail server once delivered to your address and retrieved by your private mail program. We can advise you on how to do this. Configured correctly, there is no reason why any third party, including ourselves, should be able to access your private mail. This is something you need to ensure yourself when configuring your mail program.

Third Party Processors

The servers that store all the information related to your websites and email accounts are located on the premises of those companies who own and maintain the servers that serve your website, host your mail accounts and act as registrar for your domains. Pixel Surgery has business accounts with Fasthosts and Fast2hosts . These accounts allow us to create, store and manage websites independently on their secure servers. The servers do not reside on the premises of Pixel Surgery. All information customers provide to us for use on their website is stored on secured servers within Europe, including the United Kingdom.

Please refer to the Privacy Policies of Fasthosts and Fast2hosts for full details on their own policies:

<https://www.fasthosts.co.uk/terms/privacy-policy>

<https://www.fast2host.com/legal/privacy-policy>

Payment

To settle invoices you have the option of paying by BACS, cash or cheque. We do not take or process any credit card transactions.

We use administrative information about you in the following ways:

- To process orders that you have submitted to us
- To provide you with services
- To comply with our contractual obligations we have with you
- To help us identify you and any accounts you hold with us
- To provide customer care, including responding to your requests if you contact us with a query
- To administer accounts, process payments and keep track of billing and payments
- To detect fraud and to make sure what you have told us is correct

Google Adword Accounts

If you have asked Pixel Surgery to manage or maintain your Google Adword account you are likely to have supplied us with a username and password. As with all data relating to access, we do not under any circumstance share these details with any third parties. Usernames and passwords will be kept securely on file and for our own internal administrative reference only. Pixel Surgery retain a copy of the username and password in an electronic file. The file is stored on a separate hard-drive and is not available on any internal server or local or wide network.

Users Responsibility

You are responsible for the security of your account number and passwords. Passwords should not be easily identifiable; they must be a minimum of 6 characters with at least one capital and one lower case letter along with one number or any combination of the above. It should not be any name, birthday or telephone number easily associated with you. Make sure you keep it in a safe place and do not share it with others. Always remember to log out after your session ends, to ensure that others cannot access your private personal information. You should always take this precaution even if you are not using a public computer, library, community hub or internet café, but even when using your private computer in your home.