

Our privacy policy

Key details

This privacy policy describes how The Write Software Company Limited protects and makes use of the information you give the company when you use it's software services and products.

If you are asked to provide information when using this website, it will only be used in the ways described in this privacy policy.

This policy is updated from time to time. The latest version is published on this page.

This privacy policy was updated on: **01 March 2018**

If you have any questions about this policy, please email info@writesoftware.co.uk or write to: Lockside House, Kinver West Midlands.

Introduction

Any information that we hold on our customers is stored on our servers as a result of our software services and product being used.

We do not collect information about visitors except for that gathered by Google Analytics.

Also when we contact customer we do so based on public domain information only and never outside office hours unless requested to so or as part of support.

What data we gather

We may collect the following information:

- Name and job title
- Contact information including email address
- Demographic information
- Website usage data
- Other information relevant to client enquiries
- Other information pertaining to special offers and surveys

The data collected as a result of the Write Software software is provided by the account customer for the sole purpose of operating the software as a service. We make no further use of this data.

All customer data is strictly the property of the customer and shall at no time be deemed as Write Software.

How we use this data

Website collected data helps us understand what you are looking from the company, enabling us to deliver improved products and services.

Specifically, we may use data:

- For our own internal records.
- To improve the products and services we provide.
- To contact you in response to a specific enquiry.
- To customise the website for you.
- To send you promotional emails about products, services, offers and other things we think might be relevant to you.
- To send you promotional mailings or to call you about products, services, offers and other things we think might be relevant to you.
- To contact you via email, telephone or mail for market research reasons.

Cookies and how we use them

What is a cookie?

A cookie is a small file placed on your computer's hard drive. It enables our website to identify your computer as you view different pages on our website.

Cookies allow websites and applications to store your preferences in order to present content, options or functions that are specific to you. They also enable us to see information like how many people use the website and what pages they tend to visit.

How we use cookies

We may use cookies to:

- **Analyse our web traffic using an analytics package.** Aggregated usage data helps us improve the website structure, design, content and functions.
- **Identify whether you are signed in to our services.** A cookie allows us to check whether you are signed in to the site.
- **Store information about your preferences.** The service can then present you with information you will find more relevant and interesting.
- **To recognise when you return to our service.** We may show your relevant content, or provide functionality you used previously.

Cookies do not provide us with access to your computer or any information about you, other than that which you choose to share with us.

Controlling cookies

You can use your web browser's cookie settings to determine how our website uses cookies. If you do not want our website to store cookies on your computer or device, you should set your web browser to refuse cookies.

However, please note that doing this may affect how our website functions. Some pages and services may become unavailable to you.

Unless you have changed your browser to refuse cookies, our website will issue cookies when you visit it.

To learn more about cookies and how they are used, visit [All About Cookies](#).

Controlling information about you

When you fill in a form or provide your details on our website, your information becomes protected by this policy.

We will never lease, distribute or sell your personal information to third parties unless the law requires us to.

Any personal information we hold about you is stored and processed under our data protection policy, in line with the Data Protection Act 1998.

Security

We will always hold your information securely.

To prevent unauthorised disclosure or access to your information, we have implemented strong physical and electronic security safeguards. However while each customer account data is held separately to avoid and cross contamination we cannot control people within the customers organisation.

We also follow stringent procedures to ensure we work with all personal data in line with the Data Protection Act 1998.

Links from our site

Our website may contain links to other websites.

Please note that we have no control of websites outside the writesoftware.co.uk domain. If you provide information to a website to which we link, we are not responsible for its protection and privacy.

Always be wary when submitting data to websites. Read the site's data protection and privacy policies fully.