privacy policy

This policy describes how BOXARR limited protects and makes use of the information you give the company when you use our website or Cloud services.

If you are asked to provide information when using BOXARR’s website or Cloud services, 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. The last release was 01 January 2017.

If you have any questions about this policy, please email info@boxarr.com or write to:

BOXARR
The Engine Shed
Station Approach
Temple Meads, Bristol
BS1 6QH
United Kingdom

introduction

We gather and use certain information about individuals and organisations in order to provide products and services and to enable certain functions on our website and Cloud Services.

We also collect information to better understand how visitors and users utilise our website and Cloud Services and to present timely, relevant information to them.

what data we gather

We may collect the following information:

- Name
- Title/Role/Position
- Organisation name
- Contact information including email address
- Demographic information, such as postcode, preferences and interests
- Usage data
- Other information relevant to client enquiries
- Other information pertaining to special offers and surveys

how we use this data

Collecting this data helps us understand what you are looking for from BOXARR, 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 products or services for you.
• To contact you about products, services and information which we think might be relevant to you.
• To contact you for purposes of market research.

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 us to identify your computer and you access various pages on our website or Cloud services.
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 such as how many people use our website and Cloud services and what pages they tend to visit.

how we use cookies
We may use cookies to:

• Analyse web traffic using an analytics package. Aggregated data usage helps us to improve our website or Cloud service structures, design, content and functions.
• Identify whether you are signed in to our website or Cloud service. A cookie allows us to check whether you are signed in.
• Test content. For example, a percentage of users might see one piece of content whilst the remaining percentage of users see a different piece of content.
• Store information about your preferences. Our website and Cloud services can then present you with information you will find more relevant.
• To recognise when you return to our website or Cloud services. We may show you relevant content, or provide functionality which you have used previously.

Cookies DO NOT provide us with access to your computer or to 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 and Cloud services use cookies on your computer or device. If you do not want our website or Cloud services to store cookies on your computer or device, you should set your web browser settings to refuse cookies.

However, please note that doing this may affect how our website or Cloud services perform and function in your web browser, and some pages and services may become unavailable for you to access or utilise.

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

To learn more about cookies and how they are used we recommend that you visit: http://allaboutcookies.org

controlling information about you

When you fill in a form or provide your details on our website or Cloud services, you will see one or more tick boxes allowing you to opt-in to receive communications for us by email, telephone, text message or post.

If you have agreed that we can use your information for marketing and communications purposes, and change your mind, you can opt-out by either:

• clicking on the ‘unsubscribe’ link within the relevant correspondence from us; or
• send an email to info@boxarr.com and request that we amend your preferences; or
• write to us at:
We will never lease, distribute or sell your personal information to third parties, unless we have your permission or if the law requires us to do so.

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

**your data in our Cloud services**

All data and information which you enter and store within our Cloud services, such as the BOXARR models you create and the data contained within them, remains your private property. Your private area within our Cloud Services may only be accessed by persons with the applicable usernames and passwords to do so.

In general, BOXARR does not require access to your private area in order to perform routine or emergency maintenance to our Cloud services. However, BOXARR may require access to your private area within our Cloud services for the purposes of providing specific maintenance, or to your BOXARR models for provisioning training or support to you. In all such cases:

- we shall request and require your express permission in writing (via email) to undertake such access;
- the BOXARR personnel undertaking such access shall be:
  a) subject to BOXARR’s obligations of data privacy as laid out in this policy; and
  b) bound by various clauses of confidentiality and non-disclosure protection within the terms of employment contract, where such protections persist post termination of employment.

**usernames and passwords**

Our website and Cloud services may require the usage of usernames and passwords to access various pages or applications.

Your usernames are registered within our system and records of these may be accessed by appropriately authorised BOXARR personnel. However, we do not have access to or visibility of your passwords. You may change your passwords at any time by using the password management utilities provided. We recommend that you change your passwords on a regular basis.

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

BOXARR is also certified for HM Government Cyber Essentials security standards.

**links from our website or Cloud services**

Our website or Cloud services may contain links to other websites.

Please note that we have no control over the websites outside of the boxarr.com domain. If you provide information to a website to which we link, we are not responsible for its protection or privacy.

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