

Code Nation Privacy Policy

Policy Statement

The term 'we', 'us', 'our' refers to the owner of the website: Code Nation Ltd, registered at and operates from The Cloud, 10 Boughton, Chester, CH3 5AG. Code Nation is registered in England and Wales 08495005. The term 'you' refers to the user or viewer of our website.

This privacy policy sets out how we use and protect any information that you provide us when you use our website.

We collect data from visitors to our website to help improve and streamline our online services, as well as gauge the volume and analytical data of website traffic, and capture data supplied by our customers for either services or functionality built into our website.

Our commitment

At Code Nation, accessible from www.wearecodenation.com, one of our main priorities is the privacy of our visitors.

We are committed to providing transparency and visibility to the services we use to capture and manage data when visiting our website.

We have compiled a table below of the services we employ to capture and manage data via our website. Each external service such as AWS, ZohoOne, etc have their own set of privacy policies which outlines how they manage the data passed through to their services. For ease of our visitors, we have provided links to their respective websites and privacy policies.

We are committed to ensuring that your privacy is always protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

We may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you comply with any changes.

The table on the following pages shows you what data our website collects, how we store and use it.



Process/service/platform	What is it and what is collected?	How is it stored/accessed?
Web Hosting Server	<p>Our web hosting server is the server on which our website is stored and served to the world.</p> <p>Our web server logs a visitors' IP address which helps it to mitigate attacks from bots and filter out good/bad traffic.</p>	<p>Logs are kept by the web hosting company; they are cleared periodically and save no personal data about the users visiting our website.</p>
Zoho Pagesense	<p>As part of our Zoho One system we use Pagesense for website Analytics. PageSense's activities, like tracking visitor behavior on websites and targeting specific visitors for A/B tests, generate data that's considered private under GDPR. All of this tracked data is stored with anonymized IP addresses, so we can safely capture, process, and use it without infringing on visitors' data privacy. PageSense doesn't collect personal data from any website visitor who participates in any experiment. The cookie data used to map experiments isn't associated with any IP address.</p>	<p>Zoho data is stored on their cloud servers, with only CodeNation designated staff, who require access, have access through 2 factor authentication enabled.</p> <p>Zoho Pagesense is completely GDPR compliant and for more information on please see here: https://www.zoho.com/pagesense/gdpr.html</p>
Zoho SalesIQ	<p>As part of our Zoho One system we use SalesIQ for client live chat and messaging. If a site visitor wishes to communicate with a Code Nation team member, they will be notified that some information is collected, such as name and email address, if they wish to communicate with Code Nation, however this is provided by the visitor should they wish to 'opt in'. Tracking data is stored with anonymized IP addresses, so we can safely capture, process, and use it without infringing on visitors' data privacy.</p>	<p>Zoho data is stored on their cloud servers, with only CodeNation designated staff, who require access to communicate as operators, or monitors, have access through 2 factor authentication enabled.</p> <p>Zoho SalesIQ is completely GDPR compliant and for more information please see here: https://www.zoho.com/salesiq/gdpr.html</p>
Website Security Plugins	<p>Our website has several security plugins installed to help us keep the bad bots at bay.</p> <p>Websites are constantly targeted with malicious scripts, DDOS attacks, malware, spam and a handful of other harmful processes. We proactively mitigate these attacks outlined above by the security software installed on our web hosting server, via Cloudflare and by software installed directly on our site.</p> <p>These security plugins do not capture any personal or sensitive data about our visitors</p>	<p>Our website security plugins log a visitors' IP address which helps it to mitigate attacks from bots and filter out good/bad traffic. These logs are cleared out periodically.</p>

<p>Contact and Booking Forms</p>	<p>Online forms are a convenient way to submit your enquiry which in-turn is emailed directly to us and is also stored in our website database.</p> <p>Our data forms capture your name, your phone number, your email address and any further information you provide to us in your enquiry.</p>	<p>Your submission is stored in our website database and is also sent to ourselves via email.</p> <p>The data stored in our database will be held indefinitely until our database is no longer in use or you request to have the data expunged from our server.</p> <p>The data is kept on file should we need to refer to it to process your request.</p>
<p>Log In Log</p>	<p>Our website keeps a log of any existing users who have logged in to our website.</p> <p>This mainly pertains to registered users of our website including administrators, editors, authors, subscribers and other user roles defined by ourselves.</p>	<p>Logs are kept on the server, and they are cleared periodically and save no personal data about the users visiting our website.</p>
<p>Posts Comments</p>	<p>WordPress is a highly developed blogging platform which is the core that our website runs on. Blog posts have the option to allow visitors to our site to comment on individual articles which requires data to be supplied by the contributor.</p> <p>This data can be as limited to a guest contributor which captures basic data such as your screen name and email address or as a registered user on our website it can include a username, your full name, your email address, your IP address, your social media handles and your photo, should you wish to upload one via the website or a Gravatar service.</p>	<p>The data stored in our database will be held indefinitely until our database is no longer in use or you request to have the data expunged from our server.</p> <p>Any passwords set on our systems are encrypted with an MD5 algorithm and so are not in plain text as you will have set them.</p>

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- Whenever you are asked to fill in a form on the website, look for the box that you can tick or untick to indicate that you do not want the information to be used for direct marketing purposes
- When subscribing to a mailing list you will be asked to double opt-in to ensure you are the intended recipient of the mailing list and to also confirm that you are

- If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by unsubscribing via the link in the last communication or by contacting us directly

What are my individual rights?

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. Rights in relation to automated decision making and profiling

How do you enforce these rights and how can I amend my data if it is wrong?

We have outlined above the type of data captured, how it is stored and for how long. We have installed software to aid restriction, deletion, migration and information. You can make your request online or contact us directly should you have any further questions.

Disclosure

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

If you believe that any information, we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the address on our contact page. We will promptly correct any information found to be incorrect.

What information we collect

Features on this website may collect the following information:

- Your name and contact information including email addresses and telephone numbers
- Other information relevant to customer surveys and or offers



Ways in which our website may capture your personal information

- By filling in and submitting a contact form or booking form
- By subscribing to a mailing list
- By using social media links
- By interacting with an online chat client
- By commenting on posts or pages on our website

Analytics and web tracking

Our website has tracking software installed which allows us to analyse website performance, it is Zoho Pagesense. PageSense's activities, like tracking visitor behavior on websites and targeting specific visitors for A/B tests, generate data that's considered private under GDPR. All of this tracked data is stored with anonymized IP addresses, so we can safely capture, process, and use it without infringing on your data privacy. This service does not reveal any personal information about our visitors, it simply shows us, in a set period, how many people have visited our website, which town or city they have come from, what search term they used to find us, what type of device was used in their session and what language they speak. No personal information such as name, address or contact information is collected.

What do we do with the information we gather?

We require this information to understand your needs and provide you with a better service, and for the following reasons:

- Internal record keeping
- We may use the information to improve our products and services
- We may periodically send promotional emails about new products, special offers or other information that we think you may find interesting using the email address that you have provided
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone or postal mail. We may use the information to customise the website according to your interests



Security

We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

How we use cookies

Since 26th May 2011 under the EU Cookie Law (e-Privacy Directive) we are required to inform you that our website uses cookies, like most other websites do. Cookies are used to remember things and to help provide you with the best experience whilst using our website. [Cookies](#) are small files that are placed on your computer or mobile device when you browse websites.

Cookies often store your settings for a website, such as your preferred language or location. When you return to the site, your browser sends back the cookies that belong to the site. This allows the site to present you with information customized to fit your needs.

Cookies can store a wide range of information, including personally identifiable information (such as your name, address, email address, or telephone number). However, this information can only be stored if you provide it – websites cannot gain access to information you didn't provide to them, and they can't access other files on your computer.

How do cookies help?

- They make our website work as you'd expect
- They improve the speed and security of the website
- They continuously improve our website for you
- They make our marketing more efficient (ultimately helping us to offer the service we do at the price we do)

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any



information that you provide whilst visiting such sites and this privacy statement does not govern such sites. You should exercise caution and look at the privacy statement applicable to the website in question.

Consent

By consenting to our privacy policy, you are giving us permission to process your personal data specifically for the purposes intended and outlined above. By continuing to view and access our website you understand what has been outlined and agree with our terms and conditions, terms of service, privacy policy and cookie policy.

Contact

If you wish to make a request, please contact us at:

Email: compliance@wearecodenation.com

You can also find out more details on your information rights on the Information Commissioner's Office website here:

<https://ico.org.uk/your-data-matters/>

Data Controller	Kim Jackson
Contact details	Kim.jackson@wearecodenation.com
ICO registration number	ZA 479690

Update Date	July 2024
Review Date	Dec 2024
SMT Responsibility and Approval	Michele Smith