

Privacy policy

The Pulse8broadband ISP is operated by Compucare Computer Servicing Ltd. who recognise the importance of your privacy. This Policy explains how Compucare ("we") collect information about you and your use the service, how we use this information, who that information is sent to and how you can view and amend the information we hold about you.

When we refer to 'personal information' in this Privacy Policy we mean information which identifies you as an individual or is capable of doing so.

How do we collect information about you and your use of the service?

We may collect information about you or your use of the service:

when you agree to subscribe to a service we provide and give us information including contact details, payment methods, bank details, etc;

when you communicate with our Customer Services and Technical Support departments;

when you take part in surveys or provide us with feedback.

To make Pulse8broadband.co.uk even better for you, we may collect information about your tastes and preferences based on your use of the service.

How do we use your personal information?

We may use this information to:

provide you with the products or services you requested and collect payment;

let you know about any changes to our services;

manage our network;

prevent and detect criminal activity, fraud and misuse of or damage to our network;

for other administrative purposes and credit checking

Whom do we disclose the information to?

From time to time we will compile aggregate statistics about the service and we may share them with reputable third parties. These statistics will not contain information that would enable any third party to identify you personally.

We may disclose your personal information to third parties, but only to the extent necessary to provide and operate the services you requested, or as otherwise provided by this Privacy Policy.

We will disclose personal information to comply with all applicable laws and lawful requests by the appropriate authorities.

How long do we keep the data?

Unless there is a specific legal requirement to keep the information, we will retain your personal data for no longer than necessary for the purposes for which the data has been collected or for which it is to be further processed.

Transfer of data outside Europe

We do transfer data outside Europe but in accordance with the Data Protection Act.

How can you find out what personal information we hold about you?

If you want to know what personal information we hold about you, please write to our Customer Services department at:

Pulse8 Communications
4, St. Bartholomew's Road
Ogwell
Devon
TQ12 6GP

Please enclose a cheque for the administration fee of £10 made payable to Pulse8 Broadband
Please give us any relevant details to help us find the information you require.

How you can amend your personal information?

You can at any time ask us to amend your personal information if this is incorrect by contacting Broadband Support on 0800 0428888 or by emailing bbsupport@pulse8broadband.co.uk

How do we protect your personal information?

We will protect your personal data by all appropriate security measures including the use of secure servers and encryption.

Third party sites

Third party sites that you can access from our website are not covered by our Privacy Policy and we accept no responsibility or liability for use of personal information by operators of these sites.

Changes to this Privacy Policy

We may make changes to this Privacy Policy from time to time. Your continuing use of our services indicates your agreement to the use of your personal information as set out in this Privacy Policy.