

3DSL Privacy & Complaints Policy

3DSL ("3DSL") is committed to respecting the privacy of all our customers and users of the 3DSL website. This policy governs the manner in which 3DSL uses, maintains and discloses information collected from customers and users of the 3DSL Services.

By using this website, You give your consent that all personal data You submit may be processed in the manner and for the purposes described below. For the purposes of current legislation the data controller is 3DSL.

1. Privacy

3DSL is committed to developing long lasting relationships based on trust. 3DSL will do everything in its power to ensure that your right to privacy is maintained and protected, as per 3DSL terms and conditions and current legal requirements.

A. Information 3DSL Collect

In order for 3DSL to validate and supply its goods and services to its customers, it is required to collect personal information from You. It may do this in a variety of ways, including forms for ordering products and services, and other instances where users are invited to volunteer such information. The information 3DSL collects is personal information that identifies you personally, such as:

- Your name
- E-mail address
- Postal address
- Telephone and facsimile numbers
- URL
- Credit card information
- Other billing information

3DSL may also collect information on how users access it's Website by using a tracking ID unique to each user through the use of cookies.

B. What are Cookies?

A cookie is a piece of data stored on the user's computer tied to information about the user. 3DSL may use both session ID cookies and persistent cookies. For session ID cookies, once you close your browser or log out, the cookie terminates and is erased. A persistent cookie is a small text file stored on your computer's hard drive for an extended period of time. Your browser's help file contains information and instructions for removing persistent cookies. Session ID cookies may be used by 3DSL to track user preferences while the user is visiting the website. They also help to minimise load times and save on server processing. Persistent cookies may be used by 3DSL to store, for example, whether or not you want your password remembered, or other such information. Cookies used on the 3DSL Website do not contain personally identifiable information.

C. Log Files

Like most standard Websites, 3DSL use log files. This information may include internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, platform type, date/time stamp, and number of clicks to analyse trends, administer the site, track user's movement in the aggregate, and gather broad demographic information for aggregate use. However, none of the information stored in the 3DSL log files, including but not limited to IP addresses, is linked to personally identifiable information.

D. How 3DSL uses this information

3DSL may use the personally identifiable information collected by 3DSL to contact customers regarding products and services offered by 3DSL and, to the extent the User has agreed to it, by its trusted affiliates, independent contractors and business partners. 3DSL may also use this information for research purposes regarding the effectiveness of Website services, marketing, advertising and sales efforts. 3DSL will not in any way share this information with a third party either for free or by selling it, unless you specifically authorise such disclosures.

E. Disclosure of Information

3DSL may from time to time engage third parties, including its own subsidiaries and affiliated companies, to preserve, analyse or otherwise store or manipulate data received by 3DSL from its customers. In all such cases, such third party service providers will be required to treat all such data with the same degree of care as 3DSL and they will be prohibited from disclosing such data to any other person or party, except as otherwise provided for in this Privacy Policy.

For all domain registrations your registrant details are passed to the domain registrar, in accordance with the Nominet's Terms and Conditions. Only .UK domains offer an Opt-Out for personal registrations.

F. Service Announcements

On rare occasions it is necessary to send out a strictly service related announcement, if, for instance, a service is temporarily suspended for maintenance. Generally, users may not opt-out of these communications, though they can deactivate their account. However, these communications are not promotional in nature.

G. Legal Disclaimer

Though every effort is made to preserve your privacy, 3DSL may need to disclose personal information when required to do so by law. If it is deemed necessary that such action needs to be taken, 3DSL will comply with judicial proceedings should a court order or legal process be served on 3DSL.

The 3DSL Website contains links to other sites. Please be aware that 3DSL is not responsible for the privacy practices of such other sites. You are encouraged to read the privacy statements of each and every Web site that collects personally identifiable information. The 3DSL Privacy Policy as described herein applies solely to information collected by 3DSL.

Unfortunately the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

H. Maintenance of Information

All information You provide to us is stored on our secured servers in the UK with a secondary Server used as a backup. All Your data is owned by You and the maintenance and continuity is your responsibility. There is the facility to back up your Domain Data by undertaking a manual backup. Guidance and support is available through 3DSL if required.

Any payment transactions will be encrypted. Credit card numbers are used for processing payment only and are not retained for marketing purposes.

I. Your Responsibility

You are responsible for the security of your Account Number and passwords. 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 take this precaution even if you are not using a public computer, such as at a library or internet café, but even when using your private computer in your home.

You accept that if your account is paid for by another party, who has agreed to be bound by our Terms of Service and that party and who has access to your account password, we may discuss your account with that party and take instructions from them in relation to the account.

J. Updating your personal information

You can help us maintain the accuracy of your information, by notifying us in writing, of any changes to your address, title, phone number or e-mail address. For full details are available within the 3DSL T&C's (section 13-15).

The personal information 3DSL collects and maintains will be subject to the current of this Policy. 3DSL reserves the right to change this Policy from time to time and will provide notice of these changes. You should make sure you periodically review this Policy to make sure it meets your needs.

K. Your rights

You have the right to ask Us not to process your personal data for marketing purposes. For full details are available within the 3DSL T&C's (section 13-15). Current legislation gives you the right to access information held about you. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

2. Complaints Policy

3DSL is committed to providing the highest standard of customer service to all our customers. However, in the unlikely event of a problem or complaint, we will do everything possible to ensure it is dealt with quickly and fairly.

Complaints of any nature are required to be put in writing and sent to sales@3d-computers.co.uk: where it will be acknowledged within 3 working days of receipt.

Every complaint will be fully investigated and a response given to you within 10 working days. If additional time is required for this you will be informed within the initial 10 day period along with an estimated completion/resolution date. At which point in time you will be given a response to the complaint.

If you are not satisfied with the response/resolution 3DSL gives you, you can escalate your concerns to the MD of 3DSL at pete@3d-computers.co.uk: who will only deal with escalated complaints once the initial process has been seen to have been followed.

The above process should be followed in the case of reporting Abuse.

A. Not a 3DSL customer?

If you are not a 3DSL customer and have a complaint relating to any third party (for example relating to the content of a website hosted by a 3DSL customer), we will be unable to assist you directly.

B. By Telephone

Please contact us on the telephone numbers below to speak to someone from the department you feel is most relevant to your complaint, technical support, billing, sales etc.

If our support agents are unable to resolve your complaint, they will refer your complaint directly to the complaints department. Upon receipt of your complaint, the relevant manager will investigate the complaint and contact you directly.

3DSL Premises: 01249 460 766

C. By Email

You can email us at sales@3d-computers.co.uk

D. In writing

We can also be contacted in writing, if you wish at our UK address below:

3DSL Limited, New Road, Chippenham, Wiltshire SN15 1HJ

Please include your domain name and as much detail as possible in your request, so we can fully investigate your concerns before contacting you. Please note that postal complaints will take longer to process and we would always advise customers (where possible) to contact us directly by email or telephone.

Please note: by signing up for any of our Services you agree to be bound by all 3DSL terms and conditions.