



COLONEL DUCK PRIVACY POLICY

"We, us, our" means Colonel Duck Productions Limited, a software and creative agency registered in England under company number 07922549, whose registered address is Studio 2, Weekin Works, 112-116 Park Hill Road, Harborne, Birmingham B17 9HD.

"You" means any customer, user or visitor to our website.

"Personal information" means any information that identifies or can be used to identify you, whether that's directly or indirectly. It might include, but not be limited to, your first name, last name, email address, company, job title, phone number or any other information that's collected whilst using this website.

WHAT IS A PRIVACY POLICY?

These terms and privacy policy relate to any data that has been collected, or we will collect about and/or from you. By accessing the website, you accept and agree to the terms outlined in this policy.

www.colonelduck.co.uk is a general audience web site, intended for users of all ages. Personal information of all users is collected, used and disclosed as described in this Privacy Policy.

From time to time, we have to make changes to these terms and privacy policy. The date of any changes will be recorded (at the bottom of this page) and when we update any changes to this website and they will be effective immediately.

Colonel Duck Productions has compiled this website and we accept no responsibility for any loss or damage of whatever nature arising in any way out of the use of, or inability to use, this website or from any error or omission in information contained in this website. We reserve the absolute right to alter, suspend or discontinue any aspect of this website or the services provided through it, including your access to it.

None of the content or materials available from this website, whether permission is granted for downloading and/or circulation or otherwise, may be used for commercial exploitation. You are permitted to download and store (on a temporary basis) any of the contents of the website, provided that it is solely to view such contents. You are forbidden from permanently copying, storing or in any way redistributing the contents of this website except for content made specifically for download. Such content may be downloaded only for your personal use. The access, downloading and/or use by any person of anything available from this website is entirely at the user's own risk.

We will only use any personal data collected during your use of this website in accordance with the current UK data protection legislation and our privacy policy.

HOW IS YOUR INFORMATION IS COLLECTED?

Information we collect and information you voluntarily give us

When you sign up for newsletters, use our contact or quote form or send us an email, we collect the personal information that you voluntarily provide us, such as your email address, name, home or work address or telephone number as per the fields on our various forms. This information may also include your IP address, location and other demographic information. You may also provide us with such personal information via our social media channels. By giving us this information, you consent to it being collected, used, disclosed and processed by us. You consent to this information being collected, used, disclosed and transferred to the United States and stored via our third-party CMS providers such as HubSpot.



Information that we collect automatically

When you browse our website, information such as your IP address, your operating system, your browsing activity and so on may be collected and kept as part of log files by way of cookies and other tracking technology.

Cookies and tracking

Cookies are small data files placed on your computer or device when you visit a website. They are widely used by providers to make websites work better and more efficiently for users. Cookies set by us are first-party cookies (set by the site itself and can only be read by this site. They are commonly used for the functionality of the site) and cookies set by others are third-party cookies (for tracking or marketing purposes, these cookies get re-read during a visit on other sites). The latter are the main ones we use through the services we have implemented on our website namely, but not limited to Google Analytics and Hubspot. These cookies can recognise your computer when it visits our website again.

We and any technologies that we use, such as Hubspot and Google Analytics, collect and store information when you use our website. This may be by way of cookies so that we can track users, track how users interact with our site, serve targeted remarketing ads and gather demographic information that will help us market better in the future. You can control cookies at an individual level by way of cookie settings on your web browser.

Disclosure of personal information

Information collected by us is used solely for the purpose of responding to enquiries, registration as a new client, billing and to communicate about projects, support, services. We do sign clients up to receive our regular newsletter and use one of our services, we may send you a legitimate business offer of another service if we think it's reasonable to do so. We do not collect any information about your computer hardware and software for any other purposes other than tracking enquiries.

If you've been included in an email newsletter, you can opt out at any time by following the unsubscribe link at the bottom of the email.

Use of your Personal Information

We collect and use your personal information to process enquiries. It is possible that we may also use personal information to inform you of other products or services available from us. We may also contact you via surveys to conduct research about your opinion of current services or of potential new services that may be offered.

We do not sell, rent or lease our customer lists to third parties. Whilst we don't store credit card information, bank details or any other information that could be used adversely, we take reasonable and appropriate measures to protect data from loss, misuse or abuse.

DATE OF CHANGES

This policy was last updated on 2nd January 2024.