Privacy Policy — RCTHosting Internet Solutions

UK GDPR-compliant privacy notice for business-webdesign.co.uk

Complete the [bracketed] placeholders: surname, email. Link this policy near the contact form, in the footer, and reference it in the Terms and Conditions.

Who we are

RCTHosting Internet Solutions is the trading name of **Paul Creedy**, a sole trader based at **82 Stuart Street, Treorchy, CF42 6SN, South Wales**. I build and host websites, provide email services, and manage domain names and Microsoft 365 arrangements for small businesses, sole traders, charities and community groups, mostly in and around the Rhondda.

For the purposes of UK data protection law (the UK GDPR and the Data Protection Act 2018), I am the **controller** of the personal data described below.

You can contact me about your data at any time: **Email:** mail@rcthosting.com · **Phone:** 0800 031 8806 · **Post:** 82 Stuart Street, Treorchy, CF42 6SN

I am registered with the Information Commissioner's Office (ICO), registration number **ZA311269**.

What personal data I collect

Enquiries through the website contact form, by email or by phone: your name, your preferred contact detail (email address and/or phone number), and the content of your message.

When you become a customer: your name, business name and address, contact details, the domain name(s) I manage for you, your service arrangements (hosting, mailboxes, forwarding, Microsoft 365), your Direct Debit mandate reference held by GoCardless, and records of invoices and payments.

Technical data: if your website is hosted with me, I hold configuration records (domain DNS settings, hosting account details, monitoring checks). I do not run web-server analytics logging that identifies visitors to your site through me.

Special category data: I do not seek or store special category personal data (health, beliefs, etc.) about my customers. If your website's content itself contains such data about other people, that is your responsibility as the site owner (see "Your websites" below).

I do not knowingly collect data from children. My services are offered to businesses and organisations, not to individuals under 16.

Why I use your data (purposes and lawful bases)

Purpose	Lawful basis
Replying to your enquiry, and preparing a quotation	Legitimate interests (responding to someone who contacted me first) — or contract, once you engage me
Providing hosting, email, domain and support services you have bought	Contract
Collecting payments by Direct Debit and keeping invoicing records	Contract; legal obligation (tax/accounting records)
Monitoring your website's availability (uptime checks) and administering backups	Contract
Managing your domain names and renewals	Contract
Keeping basic accounting records as required by HMRC	Legal obligation
Telling existing customers about changes to their service (such as price changes)	Contract; legitimate interests
Occasionally letting existing customers know about services I offer	Legitimate interests — you can opt out at any time by asking me

I do **not** use your data for automated decision-making or profiling, and I do not sell, rent or trade your data with anyone.

Payments — GoCardless

Monthly payments are collected by Direct Debit through **GoCardless**, a licensed payment institution. When you set up a Direct Debit, GoCardless holds your bank account details under its own privacy policy and security controls; I receive only a mandate reference and payment confirmation — never your full bank details. GoCardless's own privacy notice is available on their website.

Third parties who may handle your data

I share the minimum data necessary, only with the providers needed to deliver your services, which currently include:

- **GoCardless** — Direct Debit collections (payment details).

- **Domain registrars** (such as GoDaddy or Nominet-accredited registrars) — domain registrations carry administrative contact details, which for most customer domains are my own business details rather than yours; where your details must appear, I will tell you.
- **Hosting and email providers** used to run your services (for example Heart Internet and related email platforms) — account configuration details.
- **Microsoft** — where I arrange Microsoft 365 licences at your direction, your chosen account names and contact details.
- **StatusCake** — website uptime monitoring (your website's address only; no personal data about you is shared).
- **My accountant** — minimal financial records for tax purposes, as required.
- **HMRC and other authorities** — where the law requires it.

Some of these providers may process data outside the UK. Where that happens, I rely on the provider's membership of the UK extension to the EU-US Data Privacy Framework, or on International Data Transfer Agreement / UK GDPR Article 28 contractual protections, and I keep this under review.

Your websites

Where I host a website for you, you are responsible for the lawfulness of the content you publish on it, including any personal data about other people it contains. If your site collects personal data (for example through its own contact forms), you should have your own privacy notice; I am happy to help you draft one — a service I offer.

How long I keep your data

- Enquiries that do not become customers: **12 months**, then deleted.
- Customer records: **while you remain a customer**, and for **6 years** afterwards (or 7 years where HMRC record-keeping requires), covering invoices and accounting records.
- Direct Debit mandates: held by GoCardless per their policy; my copy of the reference is kept for the life of the mandate.
- After termination, website files and mailbox contents are retained for **30 days** (to allow reinstatement if you change your mind) and then permanently deleted.

Your rights

Under the UK GDPR you have the right to:

- **Be informed** how your data is used (this policy);

- **Access** the personal data I hold about you;
- **Rectify** inaccurate data;
- **Erase** data in certain circumstances ("right to be forgotten");
- **Restrict** processing in certain circumstances;
- **Port** data you provided to me in a machine-readable format;
- **Object** to processing based on legitimate interests, including marketing;
- **Withdraw consent** at any time where consent is the basis (I will make clear if it ever is);
- **Complain** to the ICO — the UK's supervisory authority, at ico.org.uk or 0303 123 1113. I would appreciate the chance to resolve any concern first, but you do not need my permission to contact the ICO.

To exercise any right, contact me using the details at the top. I will respond within one month; most requests are actioned far sooner.

Security

I keep personal data on password-protected systems, use encrypted connections, and limit access to myself. Emails, hosting accounts and accounting records are protected with two-factor authentication where the provider supports it. Weekly backups of hosted services are taken for continuity; backups containing customer data are held on UK/EU-based systems and deleted on the same schedule as the live data.

Cookies on my website

My own website uses only essential cookies needed for it to function (for example, protecting the contact form). I do not use advertising or tracking cookies. If this ever changes, this policy and the site's cookie notice will be updated first.

Changes to this policy

If this policy changes, the updated version will be published on this page with a new date. For existing customers affected materially by a change (for example, a new processor), I will notify you personally before it takes effect.

Policy version: 1.1 — [date]