

eramba limited

Privacy Policy

Revision 1.2 from 11th December 2019

Please read this policy carefully as it sets out the basis on which we collect, process, use and store your personal data. This policy affects your legal rights and obligations so please read it carefully. If you have any questions, you can contact us at support@eramba.org by post at the address set out below.

Who we are

We are Eramba Limited (we, us and our). We operate the website located at <http://www.eramba.org> (our Website). Our address is 71-75 Shelton Street, Covent Garden, London WC2H 9JQ and we are the data controller of the personal data you provide to us.

Personal data we collect

In order to download eramba or while you attempt to contact us through our website you will provide us with an email address (so we can send you a download link or reply to your contact request) and optionally, your name and country or residence.

If you become an enterprise customer we'll collect your company data (so we can issue you with an invoice) and that might include a contact name, surname and email address. As we support your company, emails will go back and forth in between us and they will be stored in a single tool called Zendesk (see how they handle their security and contractual agreements [here](#))

In summary, we collect the following depending how you interact with us:

Data we collect	Why we need it	Where we store it	For how long	GDPR Lawful Bases
Your email, name (optional), city (optional), country (optional)	To give you a download link to our free software or contact you back in case you used the contact form.	At our servers in Europe	We delete the data after 5 years. We keep it for that long for statistical purposes	You have given consent on our website
Your company details (Name, Address, VAT, Email Contact, Etc)	Because you asked us to sell you something and by paying you accepted our terms and conditions	Xero is our accounting tool	We delete data after 5 years. We keep it for that long due legal, contractual and audit purposes	You have accepted a contractual obligation in between us
Support is delivered over email and therefore we will have your email address.	We can not help you unless you write us an email. Is part of our terms and conditions to help you when you have a problem	Zendesk is our support tool	Same as above, 5 years	You have accepted a contractual obligation in between us

Data we automatically collect

When you use our website, we, or third parties on our behalf, automatically collect and store information about your device and your activities.

This information could include (a) your IP address; (b) technical information about your device such as type of device, web browser or operating system; (c); your preferences and settings such as time zone and language. **There is no personal data of any kind.**

We collect this information using cookies and we use the information we collect on an anonymous basis to improve our website and the services we provide, and for analytical and research purposes.

Use of your personal data

As shown on the table at the top we only use data to deliver you with something you asked (download our product, buy something, Etc)

We do not sell your data to anyone or share it with anyone other than the purposes described above

Cookies

A cookie is a small text file containing a unique identification number that is transferred (through your browser) from a website to the hard drive of your computer. The cookie identifies your browser but will not let a website know any personal data about you, such as your name and/or address. These files are then used by websites for a number of reasons, including to identify when users revisit that website. For more information about cookies, you can visit www.allaboutcookies.org. Our Website uses cookies so that we can recognise you when you return and personalise your settings and preferences. Most browsers are initially set up to accept cookies. You can change your browser settings either to notify you when you have received a cookie, or to refuse to accept cookies. Please note that our Website may not operate efficiently if you refuse to accept cookies. We also use Google Analytics to monitor how our Website is used. Google Analytics collects information anonymously and generates reports detailing information such as the number of visits to our Website, where visitors generally came from, how long they stayed on our Website, and which pages they visited. Google Analytics places several persistent cookies on your computer's hard drive.

These do not collect any personal data. If you do not agree to this you can disable persistent cookies in your browser. This will prevent Google Analytics from logging your visits. We also allow YouTube to place a cookie on our Website to enable you to view the documentation that we host on YouTube.

Security

We shall process your personal data in a manner that ensures appropriate security of the personal data, including protection against unauthorized or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures. Eramba has multiple security controls in place to ensure the data we hold is secured.

Third Parties

We work with two main companies to deliver services (Zendesk and Xero) and as stated above we share data with them in order to deliver the contractual services we engaged with you, both are very professional in data handling, we have contracts in place with both of them of course:

- XERO (see details)
- Zendesk (see details)

If we need to use your personal data to comply with any legal obligations, demands or requirements, for example, as part of anti-money laundering processes or to protect a third party's rights, property, or safety then in doing so, we may share your personal data with third party authorities and regulatory organisations and agencies.

If we choose to merge, sell assets, consolidate or restructure, finance, or sell all or a portion of our business by or into another company then the new owners may use your personal data in the same way that we do as set out in this Privacy Policy.

Your rights

You have a number of rights under applicable data protection legislation. Some of these rights are complex, and not all of the details have been included below. Further information can be found here:

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As examples, you have the right to obtain from us a copy of the personal data that we hold for you, and to require us to correct errors in the personal data that we process for you if it is inaccurate or incomplete. You also have the right at any time to require that we delete your personal data and we will do so if technically possible so long as we stay within the retention parameters stated above.

To exercise these rights, or any other rights you may have under applicable laws, please contact us at support@eramba.org. Please note, we reserve the right to charge an administrative fee if your request is manifestly unfounded or excessive.

If you have any complaints in relation to this Privacy Policy or otherwise in relation to our processing of your personal data, please tell us. We shall review and investigate your complaint and try to get back to you within a reasonable time. You do also have the right to contact the Information Commissioner, see www.ico.org.uk or if you are based outside of the United Kingdom, please contact your local regulatory authority.

General

If any provision of this policy is held by a court of competent jurisdiction to be invalid or unenforceable, then such provision shall be construed, as nearly as possible, to reflect the intentions of the parties and all other provisions shall remain in full force and effect.

This policy shall be governed by and construed in accordance with the law of England and Wales, and you agree to submit to the exclusive jurisdiction of the English Courts. We may change the terms of this policy from time to time and we will try to give 30 days; notice of when changes take effect by email except where changes do not materially adversely affect you. If you continue to use the Website after the time we state the changes will take effect, you will have accepted the changes.