

Zeitgeist Communication Data Protection, GDPR

Our Privacy Policy

PRIVACY POLICY

This privacy policy pertains to zeitgeist communication limited, registered in England and Wales, registration number 11208230, registered office Bethesda House, High Street Keswick, CA12 5AQ, vat registration number 289 0848 50. Any reference to “we” in the text following on from here refers to Zeitgeist Communication Ltd.

Introduction

This document is set out to inform you of our policy relating to all information we record about you. It sets out the conditions under which we may process any information that we collect from you, or that you provide to us. It covers information that could identify you, i.e. personal information, and information that does not. In the context of the law and this document, “process” means collect, store, transfer, use or otherwise act on information.

Please note that we take your privacy very seriously and all our staff are in compliance with this policy. We treat information you provide to us as confidential and assume that you will do the same.

Why do we collect data/information?

We collect data, both personal and non-personal, in order to provide our clients with the best possible service and in order to help us make professional business decisions which ultimately impact our clients, partners and employees. We also collect online data in order to allow us to manage our website and website services better. We collect data in order to update our stakeholders with information about our business and services.

Any of the information we collect from you may be used in one of the following ways:

- **To personalise your experience**
This way we can respond more effectively to your personal needs.
- **For website improvement**
We continue to work on improving our website offerings based on feedback and information we receive.
- **To further improve service**
It is our aim to provide the highest standard of service. Information provided to us helps us do so more effectively.

- **To send periodic emails**

Any email address you provide may be used to send you further information about our company or services, respond to inquiries, and/or other requests or questions. You can withdraw consent for this. Please either contact us at admin@zeitgeistcomms.com or update your contact preferences via our newsletter, if you have subscribed to this previously.

Our policy is in compliance with UK law accordingly implemented, including that required by the EU General Data Protection Regulation (GDPR).

The law requires us to tell you about your rights and our obligations to you in regards to the processing and control of your personal data. We do this now, by requesting that you read the information provided at www.knowyourprivacyrights.org. Under Data Protection Legislation you have a right of access to the personal data that we hold about you. To make such a request, please contact our Data Protection Officer at admin@zeitgeistcomms.com. Please note that we may ask you to verify your identity before providing you with the information requested.

What type of data do we collect?

Information that identifies individuals or organisations: This is information that personally identifies one individual from another or enables you to be individually contacted (for example, names, e-mail addresses and other contact information). This information is voluntarily provided to us by visitors to our website, social media pages, in person or by email and is used by us for the purpose of responding to user submissions and fulfilling requests for further information about our services.

Combined user and tracking information: This information gives us insights on how visitors to our website, social media platforms and email marketing use these platforms. This data is anonymous and does not contain any personally identifiable information. We use this information to ensure that our website, e-mails and marketing efforts continue to serve our clients with quality.

Storing of data

We store your data for varying lengths of time, depending on the type of information in question but in doing so we always comply with Data Protection legislation

Our use of your information is subject to your instructions, Data Protection Legislation, other relevant legislation and our duty of confidentiality. Please note that our work may require us to give information to third parties such as experts, regulators, insurers, brokers and other professional advisers. On occasion, those parties may be located outside the UK and the European Union. We may disclose and exchange information with law enforcement agencies and regulatory bodies. Information may be held at our offices.

Security

We have put security measures in place to seek to ensure there is appropriate security for information we hold. Depending on the information provided, we will use a third-party service provider and store some or all of your data in the Cloud.

We do not share, or sell, or disclose to a third party, any information collected through our website. We do share client information with external partners and freelancers as part of their service support towards our clients.

Concerns

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us via our Data Protection Officer, Jutta Devenish at admin@zeitgeistcomms.com in the first instance or via the Information Commissioner's Office at <https://ico.org.uk/concerns/>

Websites and social media accounts

Our website and social media platforms may contain links to other websites or social media accounts. This privacy policy only applies to our website and our social media. When you link to other websites or social media accounts you should read their own privacy policies.

Updates to our privacy Policy

Our privacy policy is regularly reviewed in accordance with UK law. Any updates will be posted on our website. This privacy policy was last updated on 24 May 2018.

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. The cookies we use are mainly from third-party suppliers such as Google. This information is used to track visitor use of the website and to compile statistical reports on website activity.

For further information visit www.aboutcookies.org or www.allaboutcookies.org

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. Please note: some of our website elements may not function as a result. We use cookies on this website to track user activity on the site and to enable various types of functionality. While we will endeavour to keep the list below updated, the site relies on many third party services and the list may therefore become out of date if those services alter the cookies they use.

Please note that all of these cookies exist to enable functionality on the website and not for advertising purposes. If you do not wish these cookies to be tracked you can disable them in your browser, but this may negatively effect your experience on the site.

There are two kinds of cookies you might encounter when using this website:

1. First party cookies: these are our own cookies, controlled by us and used to provide information about usage of our site. (we are in the process of setting these up and will update this document once installed)

2. Third party cookies: these are cookies found in other companies' internet tools which we are using to enhance our site, for example Facebook, Twitter and Google have their own cookies, which are controlled by them. Listed below are the commonly used web browsers, with link to their support pages containing information on how to delete or refuse cookies:

[Safari](#)

[Google Chrome](#)

[Microsoft Edge](#)

[Microsoft Internet Explorer](#)

[Mozilla Firefox](#)

Third Party Cookies

Any cookie prefixed with __utm

These are Google Analytics cookies and are used to track users activity on the site (Pages viewed, length of time on the site, screen resolution and so on). Cookie durations vary from the session (until the user closes their browser window) and up to 2 years.

_twitter_sess, twid, auth_token, original_referrer, remember_checked

These are Twitter cookies that determine whether you are logged in to twitter during your browser session. They also allow you to tweet about a page and record the number of times a page has been tweeted.

SID, c_user, act, presence, locale, x-src, s

These are Facebook cookies that determine whether you are logged in to facebook during your browser session. They also allow you to like a page and record the number of times a page has been liked.

Childrens' Online Privacy Protection Act Compliance

We are in compliance with the requirements of COPPA (Childrens Online Privacy Protection Act), we do not collect any information from anyone under 13 years of age. Our website, products and services are all directed to people who are at least 13 years old or older.

Consent

By using our site, you consent to our privacy policy. You can withdraw consent on other forms of communication with you such as email. To do so, please write to admin@zeitgeistcomms.com or update your preferences via our newsletter consent form, if you have subscribed to this previously.

Promotions

We may operate contests, sweepstakes or other promotions via our website or social media which may require registration in order to participate. Your personal data will be needed for winner notification, prize delivery or other promotional purposes. Depending on the registration form for these, your contact details might also become part of our mailing list, which, you can opt out of. sweepstakes. .

Surveys, research, voting

On occasion, we may request personally information from you for via surveys or voting polls. Participation is voluntary as is the provision of personal information as part of this.

Exceptions

Zeitgeist Communication may preserve and has the right to disclose any information about you or your use of the website without your prior permission if Zeitgeist Communication has a good faith belief that such action is necessary to: (a) protect and defend the rights, property or safety of Zeitgeist Communication or its clients or their respective partners, employees, affiliates, other users of the Site, or the public; (b) enforce the Terms of Use for the Site; or (c) respond to claims related to your use of the Site. We may also disclose information as we deem necessary to satisfy any applicable law, regulation, legal process or lawful governmental request (including to meet national security or law enforcement requirements) or in the event of a sale or potential sale of Zeitgeist Communication or one of its business units.

Transfer of Data

Our websites are hosted in the UK and/or the USA. We use hosting services provided by Squarespace, Word press and Hostgator, which are based in the USA.

We may also use outsourced services in countries outside the European Union from time to time in other aspects of our business. Equally, data obtained within the UK or any other country could be processed outside the European Union.

Your information, including Personal Data, may be transferred to — and maintained on — computers located outside of your country or other governmental jurisdiction, where the data protection laws may differ than those from your jurisdiction.

If you are located outside the United Kingdom and choose to provide information to us, please note that we transfer the data, including Personal Data, to the United Kingdom and process it there.

Your consent to this Privacy Policy, followed by your submission of such information, represents your agreement to that transfer.

For more information on our privacy policy contact us at admin@zeitgeistcomms.com or by telephone at 07824/897976.