



# Privacy policy

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## Definitions

“We”, “Us”, “Hosting Trunk” - Wrender Ltd (trading as ‘Hosting Trunk’)

“GDPR” - General Data Protection Regulation

“PII” - Personally Identifiable Information

## Fundamentals

Hosting Trunk considers privacy and protection of your data is of great importance. Any information you supply to us is used only to contact you as needed for providing you with a service or product that you have agreed upon.

We do not sell your data to any third party.

This page explains our privacy policy and how we use and protect any information about you that you give us.

## Data security

We take organisational, contractual and technical safety precautions to be sure of compliance with formalities of the data protection laws as well as protection of the data used by us against accidental or deliberate manipulation, loss, destruction or unauthorised access.

The safety measures notably include the encrypted transmission of all data between your browser and our server, where a browser is the means by which the data has been sent to us.

Currently, our payment processor is Stripe. Stripe uses and processes your complete payment information in accordance with Stripe’s privacy policy (<https://stripe.com/gb/privacy/>).

## Data breach policy

For our policy and procedures relating to a data breach, please see our “Data breach policy”.



## Data disclosure

PII will only be transferred to third parties if it is necessary if required for contractual purposes or on the basis of legitimate interests of economic and efficient operations for your service or product provided by us.

When passing data third parties to provide our services or products, we take legal precautions as well as technical and organisational measurements to ensure the safety of personal data in accordance with the data protection law.

## Data retention

PII that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.

## Request for information and Right to be forgotten

To request PII that we store related to you, amendments to your PII, or if you'd like all of your data to be erased then please contact our Data Protection Officer specified at the bottom of this policy and we will endeavour to implement your request within 30 days or request an extension if this is not reasonably possible within this time limit.

We do not pass on any of your personal information when dealing with your enquiry, unless you have given us permission to do so.

## Cookie policy

Cookies are pieces of data that are often created when you visit a website, and contain an identifier (a string of letters and numbers).

Cookies may be either "persistent" cookies or "session" cookies: a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the

user before the expiry date; a session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.

Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from cookies.

## Cookies that we use on hostingtrunk.com

Cookie name	Purpose	Element	Storage period
X-Mapping-nadiglig	Ensures that user sessions are persistent	hostingtrunk.com	End of browser session
__RequestVerificationToken	Anti forgery token	hostingtrunk.com	End of browser session
__cfduid	Serves as differentiation between users	Hostingtrunk.com Cloudflare.com	1 year
_biz_flagsA _biz_nA _biz_pendingA _biz_uid	Serves as differentiation between users	Cloudflare.com	1 year
_biz_sid _gid	Serves as differentiation between users	Cloudflare.com	24 hours
_ga	Serves as differentiation between users	Cloudflare.com	2 years
_hp2_id.3538148622 _mkto_trk	Tracks user behaviour	Cloudflare.com	2 years
optimizelyBuckets	Allows consistent experience across sessions when A/B testing	Cloudflare.com / Optimizely	10 years
optimizelyEndUserId	Enables A/B testing	Cloudflare.com / Optimizely	6 months
optimizelySegments	Enables A/B testing	Cloudflare.com / Optimizely	10 years
trvv.uid	Personalisation of visitor content	Cloudflare.com / Marketo	2 years

## Managing Cookies

Most browsers allow you to refuse to accept cookies and to delete cookies. The methods for doing so vary from browser to browser, and from version to version. You can however obtain up-to-date information about blocking and deleting cookies via these links:

### Chrome

<https://support.google.com/chrome/answer/95647?hl=en>

### Firefox

<https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences>

### Opera

<http://www.opera.com/help/tutorials/security/cookies/>

### Internet Explorer

<https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies>

### Safari

<https://support.apple.com/kb/PH21411>

### Edge

<https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy>

Blocking all cookies will have a negative impact upon the usability of many websites.

If you block cookies, you will not be able to use all the features on our website.

## Your activity

We use Google Analytics ("GA") to track website usage statistics.

GA is fully GDPR compliant (for more info visit <https://privacy.google.com/businesses/compliance/> ).



## Amendments to this policy

We may update this policy from time to time by publishing a new version on our website.

You should check this page occasionally to ensure you are happy with any changes to this policy.

## Our details

This website is owned and operated by Wrender Ltd.

We are registered in England and Wales under registration number 7868473.

You can contact us:

- a. using our website contact form - <https://www.hostingtrunk.com/Home/Contact>
- b. by telephone : 0207 993 6456
- c. by email : support@hostingtrunk.com

## Data protection officer

Our person responsible for data protection is John Goodchild. You can contact John at [data.protection@hostingtrunk.com](mailto:data.protection@hostingtrunk.com)