Privacy Statement

1. Introduction

Monodraught Ltd must gather, store and use “personal data” as defined by the European Union Regulation (EU) 2016/679 in order to market our products and services to you. The collection and processing of personal data is subject to restrictions aimed at protecting the privacy of individuals.

Monodraught Ltd is registered with the Information Commissioner Office (ICO) and we adhere to good practice in our data protection policy, including adherence to the General Data Protection Regulations (GDPR).

This privacy statement will describe the reasons why personal data is needed, how it will be used, who will be able to access the information and when it will be deleted from our records. It also explains your rights to access your data under data protection laws or seek to have it rectified or deleted. We will at all times comply with the provisions of the European Union General Data Protection Regulations (GDPR).

2. Personal data which we hold about you

We request very little identifying information from you and only for specific set of purposes.

The personal data we hold on you is:

- Full name
- Company name
- Email address
- Job role
- Company address, including postcode
- Company telephone and mobile number
- IP address
- Email marketing preferences

Your personal data is held:

- For registration to certain areas of the Website;
- To allow us to consider your comments, queries and suggestions and respond if necessary;
- To allow us to respond to your enquiries for further information;
- To distribute requested materials
- For the performance of a contract [or to make preliminary arrangements for the creation of a contract];
- To provide warranty and/or maintenance services

Sometimes, we may ask questions where you are not personally identifiable from your response although we may post responses on the Website. These instances will be highlighted to you but in all other instances, you should assume that we track any information you provide on a personally identifiable basis.

3. Purposes of processing

We will process your personal data for the purposes of:

- Sending you marketing information or;
- performing our obligations and exercising our rights under your contract.

We will only process your personal data where one of the following apply:

- you have provided your consent for us to do so;
- processing is necessary for the performance of a contract [or to make preliminary arrangements for the creation of a contract];
- there is a legal obligation to do so; or
- processing is necessary for the purposes of legitimate interest pursued by Monodraught Ltd or by a third party, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data.

4. Third parties

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

5. Transfers of your personal data outside the EU

Monodraught Ltd, from time to time, may transfer your personal data outside as follows:

- Your personal data will be stored on a CRM cloud system, which is headquartered in USA.

6. Retention of your personal data

We will retain your personal data only so long as we reasonably require in light of the purposes for which we are holding it and all relevant legal, commercial and operational considerations.

If you choose to unsubscribe from receiving marketing emails from us your email address will be held on our email suppression list in order to prevent us from contacting you again via email. This is held under the Legal Obligation basis in order for us to comply with GDPR law.

7. Subject Access Rights

You have a right (referred to as the data subject access request, “DSAR”) to access the personal data that we hold about you. If you would like to exercise that right, you must submit a request to info@monodraught.com specifying the information that you want is to provide you.

We are obliged to respond to any such request within one month of receiving it (subject to limited exceptions).
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We will inform you via email following receipt of your request and, if necessary, seek additional information from you about your request.

8. Accuracy of information and corrections

You have a right (referred to as the right to rectification) to have your personal data rectified if it is inaccurate or incomplete. If you become aware that any of the data we hold about you is inaccurate, you can submit a request to info@monodraught.com.

Please do this as soon as practical. We are obliged to comply with requests within one month. This may be extended to 3 months where a rectification request is complex.

9. Storage of data

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Personal data will be stored in password protected software as a service CRM, marketing platform, password protected documents within electronic folders or locked filing cabinets, which are only accessible to members of the customer service and marketing team. We do not hold any sensitive personal data.

10. Deletion/Unsubscribe

You have a right (referred to as the right to erasure) to request deletion or removal of your personal data where there is not compelling reason for its continued process. In these instances your data will be removed within one month from where we hold your email address on our mailing list, where your email address will then be held on email suppression list, which you must hold for legal reasons. You will be notified if any of your data must continue to be held for any legal reasons.

If you would like to exercise this right, you can:
- Unsubscribe at the end of any marketing email you receive, if you want to unsubscribe. An unsubscribe link is included in every Monodraught mail shot email by law.
- Submit a request to info@monodraught.com. We will then consider this request in accordance with obligations under data protection laws.

11. Restricting use of your personal data

You have a right (referred to as the right to restrict processing) to block or suppress the processing of personal data in certain circumstances.

If you contest the accuracy of the personal data, processing may be restricted until the accuracy of the personal data has been verified. This also applies where you contest that the processing is unlawful.

If you would like to exercise this right, you must submit a written request to info@monodraught.com, specifying the information that you wish us to impose a processing restriction on.

Information about cookies

A cookie is a small text file, which is placed on your computer or other device. It makes it possible for us to recognize your computer and gather information about which pages and functions are visited with your computer. Cookies contain only anonymous information.

Cookies are used by most websites and are in many cases essential for the website to work properly.

Cookies on this website

We use cookies on this website for various purposes related to functionality, web analysis and marketing. We use cookies primarily to gather statistics about the users’ visits. The information gathered is used to improve the user experience on our website.

No to Cookies

If you wish to decline the use of cookies now or in the future, you can change the permission in your browser settings. You can block the use of cookies from any website by adding the domain under settings in your browser.

Read more about how you control cookies in your browser on http://www.aboutcookies.org/

What happens if I say no to cookies?

If you choose to decline cookies in your browser, your device will not be tracked when you browse the internet. However, please note that by declining cookies you may prevent some webpages from displaying correctly.

Why inform about cookies?


Information about our website

By choosing to use this website, you have requested Monodraught Ltd to send information to your computer or mobile device. You authorize Monodraught Ltd to transmit such information in a format and with features, Monodraught Ltd deems appropriate. Information transmitted by Monodraught Ltd may include files, which will be stored on your computer of mobile device, including text files such as cookies.

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