PRIVACY POLICY

This Privacy Notice governs the manner in which Hive DC Limited collects, uses, maintains and discloses information collected from users (each, a “user”) of the hive.agency website (“site”). This privacy policy applies to the Site and all products and services offered by Hive DC Limited.  
  
The organisation is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

**Personal Identifiable Data**

We may collect personal identifiable information from Users in a variety of ways, including, but not limited to, when Users visit our site, subscribe to the newsletter, and in connection with other activities, services, features or resources we make available on our Site. Users may visit our site anonymously. We will collect personal identifiable information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personally identifiable information, except that it may prevent them from engaging in certain Site related activities.

**Non-personal Identifiable Data**

We may collect non-personal identifiable information about Users whenever they interact with our Site. Non-personal identifiable information may include the browser name, the type of computer and technical information about Users means of connection to our Site, such as the operating system and the Internet Service providers utilized and other similar information.

**Web browser cookies**

Our Site may use “cookies” to enhance User experience. User’s web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. User may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of the Site may not function properly.

**How we use collected information**

Hive DC Limited may collect and use users personal information for the following purposes:

To improve customer service

Information you provide helps us respond to your customer service requests and support needs more efficiently.

To improve our Site

We may use feedback you provide to improve our products and services

To run a promotion, contest, survey or other Site feature

To send Users information they agreed to receive about topics we think will be of interest to them.

To communicate with you

We may use the email address to respond to their inquiries, questions, and / or other requests. If the User decides to opt-in to our mailing list, they will receive emails that may include company news, updates, related product or service information, etc. If at any time the User would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions and the bottom of each email.

Measure performance

We use your data for analytics and measurement to understand how our services are used and how you interact with our website.

**How we protect your information**

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site.

**Sharing your personal information**

We do not sell, trade or rent Users personal identifiable information to others. We may share generic aggregated demographic information not linked to any personal identifiable information regarding visitors and users with our business partners, trusted affiliates and advertisers for the purposes outlined above. We may use third party service providers to help us operate our business and the Site or administer activities on our behalf, such as sending out newsletters or surveys. We may share your information with these third parties for those limited purposes provided that you have given us your permission.

**Managing, reviewing and updating your information**

Under the General Data Protection Regulation (GDPR) you have a number of rights regarding your personal data. You have the right to;

* Request access or rectification of your personal data
* Restrict processing
* Object to processing
* The removal of your personal data

If you no longer wish to receive any form of direct contact from Hive DC Limited, make a Subject Access Request (SAR), or wish us to delete your personal identifiable information from our data records, send an email to [hi@hive.agency](mailto:hi@hive.agency) or contact us using the details provided at the bottom of this privacy notice.

**How the organisation protects your data**

The organisation takes the security of your data seriously. The organisation has internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties.  
  
Where the organisation engages third parties to process personal data on its behalf, they do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

**Changes to this privacy notice**

Hive DC Limited has the discretion to update this privacy policy at any time. When we do, we will revise the updated date at the bottom of this page. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy notice periodically and become aware of modifications.

**Your acceptance of these terms**

By using this Site, you signify your acceptance of this policy. If you do not agree to this policy, please do not use our Site. Your continued use of the Site following the posting of changes to this notice will be deemed your acceptance of those changes.

**Contacting us**

If you have any questions about this Privacy Policy, the practices of this site, or your dealings with this site, please contact us at:

Hive DC Limited  
Unit 4.7 Paintworks

Bristol  
BS4 3EH

hi@hive.agency

This document was last updated on 17 July 2023.