

Here at FMG we take the security and processing of user data extremely seriously. The purpose of this policy is to outline the steps that Spidersnet take to ensure the privacy of users of this website – spidersnet.co.uk, outlined in clear and understandable language. If you have any questions relating to the way in which Spidersnet handles data and information of users of this website then please contact us via the details on our [contact page](#).

Spidersnet as a data controller is committed to ensuring the data processed through this website is done so in a manner appropriate to the General Data Protection Regulation (GDPR) which took effect on May 25th 2018. Spidersnet are part of the Friday Media Group and the registered office address is Friday Media Group, London Road, Sayers Common, BN6, 9HS.

Types of data we collect

This section outlines the type of data and information collected through this website and the steps available to users to request access, amendment and removal of data.

Website Cookies

The use of cookies on this website is outlined in more detail within our [cookie policy](#).

Google Analytics

This website uses a 3rd party service called Google Analytics to collect information about visitor behaviour to inform business decisions. Examples of the information collected via Google Analytics includes the number of visits, areas of this website users are accessing and the actions users are taking. This information is anonymous and does not allow identification of individual users accessing this website.

You can learn more about [privacy at Google](#) or choose to opt-out of this feature entirely by installing the [Google Analytics Opt-out Browser Add-on](#).

Hotjar

This website uses a 3rd party tracking tool called Hotjar to identify user trends and aid business intelligence. All information collected through Hotjar is anonymous and we do not store any personal data through Hotjar.

Dotmailer

This website uses a 3rd party email service provider called Dotmailer to collect information from users who wish to receive future marketing communication from Spidersnet. Data collected via these email forms is handled extremely sensitively and only used for the methods for which the user has explicitly given consent. Users have the opportunity to unsubscribe and opt-out of future emails that they have previously consented to from within the email or by contacting Spidersnet directly.

Information submitted via contact forms

If a user submits an enquiry to Spidersnet via an enquiry form on this website then details including the name, email address, phone number as well as any additional information provided by the user in the message field will be sent to Spidersnet. This information, unless otherwise stated is intended for legitimate business use including responding to the enquiry, it will not be shared with any other parties or used for other purposes without consent. By submitting an enquiry via any form on this website a user gives consent to be contacted back by appropriate methods in relation to the initial enquiry.

Access to personal information

Under the General Data Protection Regulation data subjects have the right to access, amend and erase information a data controller holds on them. Data subjects can request access, amendments or erasure of their data by contacting Spidersnet directly using the details available on the [contact page](#) of this website.

Changes to this privacy policy

This privacy notice is subject to change without prior warning. A review of this privacy policy will be undertaken at regular undetermined future dates with the updated date stated below.

Last Updated: 25th May 2018