



PRIVACY POLICY

POLICY SUMMARY

Personal Data collected for the following purposes and using the following services:

1. Analytics

Google Analytics with anonymised IP

Personal Data: Cookies and Usage Data

2. Contacting the User

Contact form

Personal Data: email address, first name, last name and telephone

3. Managing contacts and sending messages

Vbout and Pubble

Personal Data: email address, first name, last name and telephone

4. Managing landing and invitation pages

Vbout

Personal Data: Cookies, email address and Usage Data

5. Remarketing and behavioural targeting

Facebook Remarketing, Twitter Remarketing and Remarketing through Google Analytics

Personal Data: Cookies and Usage Data

6. Traffic optimisation and distribution

CloudFlare

Personal Data: Cookies and various types of Data as specified in the privacy policy of the service

7. Handling payments

Worldpay, Eazipay

Personal Data: various types of Data as specified in the privacy policy of the service



8. User database management

Vbout, Autotask

Personal Data: email address and various types of Data as specified in the privacy policy of the service

9. Core business platforms

Autotask, Xero

Personal Data: email address, first name, last name, telephone, mobile and address

10. Backend Infrastructure

OVH

Personal Data: various types of Data as specified in the privacy policy of the service

11. Productivity & Communication Services

Microsoft Office 365, Gmail Gsuite

Personal Data: various types of Data as specified in the privacy policy of the service

12. File Sync & Share Services

Datto Workplace, Dropbox

Personal Data: various types of Data as specified in the privacy policy of the service

13. Hosting Services

OVH, DigitalOcean, Amazon Web Services (AWS), Microsoft Azure

Personal Data: various types of Data as specified in the privacy policy of the service

14. Identity Services

Centrify

Personal Data: various types of Data as specified in the privacy policy of the service

15. Disaster Recovery Services

BDR

Personal Data: various types of Data as specified in the privacy policy of the service



16. Infrastructure Monitoring

Managed Workplace

Personal Data: various types of Data as specified in the privacy policy of the service

17. Communication Services

WLR3, Gamma Portal, UC-One

Personal Data: various types of Data as specified in the privacy policy of the service

Further information about Personal Data

Selling goods and services online

The Personal Data collected is used to provide the User with services or to sell goods, including payment and possible delivery.

Contact information

Owner and Data Controller

Evaporate Ltd. Unit1-3, Medbourne Farm, Liddington, Swindon, Wiltshire. SN4 0EY.

Owner contact email: team@evaporate.tech



FULL POLICY

Definitions and legal references

Personal Data (or Data)

Any information regarding a natural person, a legal person, an institution or an association, which is, or can be, identified, even indirectly, by reference to any other information, including a personal identification number.

Usage Data

Information collected automatically from our Website (or third-party services employed in our website), which can include: the IP addresses or domain names of the computers utilised by the Users who use this Application, the URI addresses (Uniform Resource Identifier), the time of the request, the method utilised to submit the request to the server, the size of the file received in response, the numerical code indicating the status of the server's answer (successful outcome, error, etc.), the country of origin, the features of the browser and the operating system utilised by the User, the various time details per visit (e.g., the time spent on each page within the Website) and the details about the path followed within the Website with special reference to the sequence of pages visited, and other parameters about the device operating system and/or the User's IT environment.

"Us", "We"

Evaporate Ltd. whose registered address is Unit1-3, Medbourne Farm, Liddington, Swindon, Wiltshire. SN4 0EY.

"User", "You"

The individual using this Website or Services, which must coincide with or be authorised by the Data Subject, to whom the Personal Data refers.

Data Subject

The legal or natural person to whom the Personal Data refers.

Data Processor (or Data Supervisor)

The natural person, legal person, public administration or any other body, association or organization authorised by the Data Controller to process the Personal Data in compliance with this privacy policy.

Data Controller (or Owner)

The natural person, legal person, public administration or any other body, association or organisation with the right, also jointly with another Data Controller, to make decisions regarding the purposes, and the methods of processing of Personal Data and the means used, including the security measures concerning the operation and use of this Application. The Data Controller, unless otherwise specified, is the Owner of this Website.



Website

The hardware or software tool by which the Personal Data of the User is collected.

Services

The facility provided by Us in which Personal Data of the User is collected.

Cookies

Small piece of data stored in the User's device.

Owner and Data Controller

Evaporate Ltd. Unit1-3, Medbourne Farm, Liddington, Swindon, Wiltshire. SN4 0EY.

Owner contact email: team@evaporate.tech

Types of Data collected

Among the types of Personal Data that our platforms collect, by themselves or through third parties, there are: Cookies, Usage Data, first name, last name, email address, telephone, mobile and address information.

Complete details on each type of Personal Data collected are provided in the dedicated sections of this privacy policy or by specific explanation texts displayed prior to the Data collection.

The Personal Data may be freely provided by the User, or, in case of Usage Data, collected automatically when using our platforms.

We use the data we collect to operate our business and provide you the products we offer, which includes using data to improve our products and personalise your experiences. We also may use the data to communicate with you, for example, informing you about your account, security updates and product information.

Users are responsible for any third-party Personal Data obtained, published or shared with us and confirm that they have the third party's consent to provide the Data to the Owner.

Mode and place of processing the Data

Methods of processing

The Data Controller processes the Data of Users in a proper manner and shall take appropriate security measures to prevent unauthorised access, disclosure, modification, or unauthorised destruction of the Data.



Full information relating to the methods of processing can be found within the Evaporate Data Protection Policy.

Place

The Data is processed at the Data Controller's operating offices and in any other places where the parties involved with the processing are located. For further information, please contact the Data Controller.

Retention time

The Data is kept for the time necessary to provide the service requested by the User, or stated by the purposes outlined in this document, and the User can always request that the Data Controller suspend or remove the data.

The use of the collected Data

The Data concerning the User is collected to allow the Owner to provide its services, as well as for the following purposes: Analytics, Contacting the User, Managing contacts and sending messages, Managing landing and invitation pages, Remarketing and behavioural targeting, Traffic optimisation and distribution, Handling payments, Registration and authentication, User database management, Backend infrastructure, Email services, Storage Services, Hosting Services, Identity Services, Disaster Recovery Services, Infrastructure Monitoring and Voice Services.

The Personal Data used for each purpose is outlined in the specific sections of this document.

Detailed information on the processing of Personal Data

Personal Data is collected for the following purposes and using the following services:

1. Analytics

The service contained in this section enable the Owner to monitor and analyse web traffic and can be used to keep track of User behaviour.

Google Analytics with anonymised IP (Google Inc.)

Google Analytics is a web analysis service provided by Google Inc. ("Google"). Google utilises the Data collected to track and examine the use of the Website, to prepare reports on its activities and share them with other Google services.

Google may use the Data collected to contextualize and personalise the ads of its own advertising network.



This integration of Google Analytics anonymises your IP address. It works by shortening Users' IP addresses within member states of the European Union or in other contracting states to the Agreement on the European Economic Area. Only in exceptional cases will the complete IP address be sent to a Google server and shortened within the US.

Personal Data collected: Cookies and Usage Data.

Place of processing: US – Privacy Policy – Opt Out

2. Contacting the User

Contact form (This Website)

By filling in the contact form with the User's Data, the User authorises Us to use these details to reply to requests for information, quotes or any other kind of request as indicated by the form's header.

Personal Data collected: email address, first name, last name and telephone.

3. Managing contacts and sending messages

This type of service makes it possible to manage a database of email contacts, phone contacts or any other contact information to communicate with the User.

These services may also collect data concerning the date and time when the message was viewed by the User, as well as when the User interacted with it, such as by clicking on links included in the message.

Vbout

Vbout is a marketing automation platform provided by Vbout Inc.

Personal Data collected: email address.

Place of processing: US – Privacy Policy

Pubble

Pubble is a messaging platform provided by Pubble.

Personal Data collected: email address, first name and last name.

Place of processing: Dublin – Privacy Policy

4. Managing landing and invitation pages

This type of service helps with building and managing landing and invitation pages, i.e., pages for presenting a product or service, where you may add your contact information such as an email address.



Managing these pages means that these services will handle the Personal Data collected through the pages, including Usage Data.

Vbout

Vbout is a marketing automation platform provided by Vbout Inc.

Vbout allows the Owner to track and analyse the User response concerning web traffic or behaviour regarding changes to the structure, text or any other component of the created landing pages.

Personal Data collected: Cookies, email address and Usage Data.

Place of processing: US – Privacy Policy

5. Remarketing and behavioural targeting

This type of service allows this Website and its partners to inform, optimise and serve advertising based on past use of this Website by the User.

This activity is performed by tracking Usage Data and by using Cookies, information that is transferred to the partners that manage the remarketing and behavioural targeting activity.

In addition to any opt out offered by any of the services below, the User may opt out of a third-party service's use of cookies by visiting the Network Advertising Initiative opt-out page.

Facebook Remarketing (Facebook, Inc.)

Facebook Remarketing is a remarketing and behavioural targeting service provided by Facebook, Inc. that connects the activity of this Website with the Facebook advertising network.

Personal Data collected: Cookies and Usage Data.

Place of processing: US – Privacy Policy – Opt Out

Twitter Remarketing (Twitter, Inc.)

Twitter Remarketing is a remarketing and behavioural targeting service provided by Twitter, Inc. that connects the activity of this Application with the Twitter advertising network.

Personal Data collected: Cookies and Usage Data.

Place of processing: US – Privacy Policy – Opt Out

Remarketing through Google Analytics (Google Inc.)

Google Analytics for Display Advertising is a remarketing and behavioural targeting service provided by Google Inc. that connects the tracking activity performed by



Google Analytics and its Cookies with the Adwords advertising network and the Doubleclick Cookie.

Personal Data collected: Cookies and Usage Data.

Place of processing: US – Privacy Policy – Opt Out

6. Traffic optimisation and distribution

This type of service allows this Website to distribute their content using servers located across different countries and to optimise their performance.

Which Personal Data are processed depends on the characteristics and the way these services are implemented. Their function is to filter communications between this Website and the User's browser.

Considering the widespread distribution of this system, it is difficult to determine the locations to which the contents that may contain Personal Information User are transferred.

CloudFlare (Cloudflare)

CloudFlare is a traffic optimisation and distribution service provided by CloudFlare Inc.

The way CloudFlare is integrated means that it filters all the traffic through this Website, i.e., communication between this Website and the User's browser, while also allowing analytical data from this Application to be collected.

Personal Data collected: Cookies and various types of Data as specified in the privacy policy of the service.

Place of processing: US – Privacy Policy

7. Handling payments

Payment processing services enable Us to process payments by credit card, bank transfer or other means. To ensure greater security, We share only the information necessary to execute the transaction with the financial intermediaries handling the transaction.

Some of these services may also enable the sending of timed messages to the User, such as emails containing invoices or notifications concerning the payment.

Worldpay

Worldpay is a payment service provided by Worldpay (UK) Limited.



Personal Data collected: various types of Data as specified in the privacy policy of the service.

Place of processing: Worldwide – Privacy Policy

Eazipay

Eazipay is a Direct Debit processing service provided by Eazipay Ltd.

Personal Data collected: various types of Data as specified in the privacy policy of the service.

Place of processing: UK – Privacy Policy

8. User database management

This type of service allows the Owner to build user profiles by starting from an email address, a personal name, or other information that the User provides to this Application, as well as to track User activities through analytics features. This Personal Data may also be matched with publicly available information about the User (such as social networks' profiles) and used to build private profiles that the Owner can display and use for improving this Website.

Some of these services may also enable the sending of timed messages to the User, such as emails based on specific actions performed on this Application.

Vbout

Vbout is a marketing automation platform provided by Vbout Inc.

Personal Data collected: Cookies, email address and Usage Data.

Place of processing: US – Privacy Policy

9. Core business platforms

This relates to the core applications We need as a business to provide a service to You.

Autotask

Autotask is a professional services automation platform provided by Autotask and is responsible for managing all service based client interactions, leads, quotes, orders as well as service management.

Personal Data collected: email address, first name, last name, telephone, mobile.

Place of processing: UK – Privacy Policy

Xero

Xero is an accounts platform provided by Xero Limited.



Personal Data collected: email address, first name, last name, telephone, mobile, address.

Place of processing: US – Privacy Policy

10. Backend infrastructure

This type of service has the purpose of hosting data and files that enable our platforms to run and be distributed as well as to provide a ready-made infrastructure to run specific features or parts of our core services. Some of these services work through geographically distributed servers within the EU.

OVH

OVH is a SDDC (Software Defined Datacentre) service provider.

Personal Data collected: various types of Data as specified in the privacy policy of the service.

Place of processing: France – Privacy Policy

11. Productivity & Communication Services

Productivity and Communications products are applications, software and services you can use to create, store and share documents, as well as communicate with others.

Office 365

Office 365 is a collaboration platform provided by Microsoft Corporation.

Personal Data collected: various types of Data as specified in the privacy policy of the service.

Place of processing: UK – Privacy Policy

Gsuite

Gsuite is a collaboration platform provided by Google LLC.

Personal Data collected: various types of Data as specified in the privacy policy of the service.

Place of processing: See the Google privacy policy – Privacy Policy

12. File Sync & Share Services

File sync and share services are applications and online services you can use to store files offsite as well as on local devices to enable easier collaboration between users.



Workplace

Workplace is a FSS solution provided by Datto Inc.

Personal Data collected: various types of Data as specified in the privacy policy of the service.

Place of processing: UK – Privacy Policy

Dropbox

Dropbox is a FSS solution provided by Dropbox Inc.

Personal Data collected: various types of Data as specified in the privacy policy of the service.

Place of processing: US – Privacy Policy

13. Hosting Services

Platforms utilised to host your cloud based websites, applications, servers or infrastructures.

OVH

OVH is a SDDC (Software Defined Datacentre) service provider.

Personal Data collected: various types of Data as specified in the privacy policy of the service.

Place of processing: France – Privacy Policy

DigitalOcean

DigitalOcean is a hosting service provided by DigitalOcean LLC.

Personal Data collected: various types of Data as specified in the privacy policy of the service.

Place of processing: See the DigitalOcean privacy policy – Privacy Policy

Amazon Web Services (AWS) (Amazon)

Amazon Web Services is a hosting service provided by Amazon.com Inc.

Personal Data collected: various types of Data as specified in the privacy policy of the service.

Place of processing: See the Amazon privacy policy – Privacy Policy

Azure

Azure is a hosting service provided by Microsoft Corporation.

Personal Data collected: various types of Data as specified in the privacy policy of the service.



Place of processing: See the Microsoft privacy policy – Privacy Policy

14. Identity Management Services

Platforms used to manage your identity with the many range of application used.

Centrify

Centrify is a Zero Trust Platform provided by Centrify Corporation.

Personal Data collected: various types of Data as specified in the privacy policy of the service.

Place of processing: See the Centrify privacy policy – Privacy Policy

15. Disaster Recovery Services

Business continuity solutions used to protect your data.

BDR

BDR is a business disaster recovery solution provided by Continuum.

Personal Data collected: various types of Data as specified in the privacy policy of the service.

Place of processing: UK – Privacy Policy

16. Infrastructure Monitoring

This type of service allows Us to monitor the use and behaviour of your devices and applications, so the performance, operation, maintenance and troubleshooting can be improved.

Which Personal Data is processed depends on the characteristics and mode of implementation of these services.

Managed Workplace

Managed Workplace is a remote monitoring and management suite provided by Avast Holding B.V.

This application is based on all devices monitored by Us. Anonymised information is collected relating to the device, software and associated network. Only when a ticket is raised and associated by You, would the information get associated to You.

Personal Data collected: various types of Data as specified in the privacy policy of the service.

Place of processing: Canada – Privacy Policy



17. Communication Services

Fixed line and hosted voice services.

WLR3

WLR3 is a fixed line provisioning and management tool provided by Openreach.

Personal Data collected: email address, first name, last name, telephone, mobile and address.

Place of processing: UK – Privacy Policy

Gamma Portal

Gamma Portal is a broadband and hosted voice provisioning tool provided by Gamma Telecom Ltd.

Personal Data collected: email address, first name, last name, telephone, mobile and address.

Place of processing: UK – Privacy Policy

UC-One

UC-One is a unified communications platform provided by Exponential-e Limited.

Personal Data collected: email address, first name, last name, telephone, mobile and address.

Place of processing: UK – Privacy Policy

Further information about Personal Data

Selling goods and services online

The Personal Data collected is used to provide the User with services or to sell goods, including payment and possible delivery.

Cookie Policy

This Application uses Cookies. To learn more and for a detailed cookie notice, you may consult the Cookie Policy.



Additional information about Data collection and processing

Legal action

The User's Personal Data may be used for legal purposes by the Data Controller, in Court or in the stages leading to possible legal action arising from improper use of the services.

The User declares to be aware that the Data Controller may be required to reveal personal data upon request of public authorities.

Additional information about User's Personal Data

In addition to the information contained in this privacy policy, We may provide the User with additional and contextual information concerning particular services or the collection and processing of Personal Data upon request

Information not contained in this policy

More details concerning the collection or processing of Personal Data may be requested from the Data Controller at any time. Please see the contact information at the beginning of this document.

The rights of Users

Users have the right, at any time, to know whether their Personal Data has been stored and can consult the Data Controller to learn about their contents and origin, to verify their accuracy or to ask for them to be supplemented, cancelled, updated or corrected, or for their transformation into anonymous format or to block any data held in violation of the law, as well as to oppose their treatment for any and all legitimate reasons. Requests should be sent to the Data Controller at the contact information set out above

Changes to this privacy policy

The Data Controller reserves the right to make changes to this privacy policy at any time by giving notice to its Users on this page. It is strongly recommended to check this page often, referring to the date of the last modification listed at the bottom. If a User objects to any of the changes to the Policy, the User must cease using our Services and can request that the Data Controller remove the Personal Data. Unless stated otherwise, the then-current privacy policy applies to all Personal Data the Data Controller has about Users.

Information about this privacy policy

The Data Controller is responsible for this privacy policy.

