

Privacy policy for CLEAN Helpdesk website

Introduction

This Privacy Policy outlines how CLEAN Helpdesk collects, uses, discloses, and protects your information when you use our website <https://www.clean-helpdesk.org>. By using our website, you agree to the terms of this Privacy Policy.

Information we collect

1. **Personal Information:** When you use the "Contact us" form on our website, we collect personal information that you voluntarily provide, such as your name, email address, and any message you submit.
2. **Usage Data:** We use Google Analytics to collect information about your use of our website. This includes information such as your IP address, browser type, operating system, referring URLs, and pages visited.

How we use your information

1. **Personal information:** The personal information collected through the "Contact Us" form is used solely to respond to your inquiries and provide the assistance or information you request.
2. **Usage data:** The usage data collected through Google Analytics helps us understand how visitors interact with our website, enabling us to improve our services and user experience. This data is aggregated and anonymised, meaning it does not identify individual users.

Disclosure of Your Information

1. **Personal Information:** We do not share your personal information with third parties, except as necessary to respond to your inquiry or as required by law.
2. **Usage Data:** The data collected by Google Analytics is used by Google according to their privacy policy. We do not share this data with any other third parties.

Data Security

We implement appropriate technical and organisational measures to protect your personal information from unauthorised access, disclosure, alteration, or destruction. However, no internet or email transmission is ever fully secure or error-free. Please take special care in deciding what information you send to us via email or online.

Your Rights

You have the right to access, correct, or delete your personal information that we hold. To exercise these rights, please contact us at info@clean-helpdesk.org.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page, and we encourage you to review this policy periodically.

Contact Us

If you have any questions about this Privacy Policy or our data practices, please contact us at info@clean-helpdesk.org.

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