



Privacy Policy

SlashDotDash Ltd

Last updated: 20th May 2026

Website: <https://slashdotdash.co.uk>

Contact email: hello@slashdotdash.co.uk

Company: SlashDotDash Ltd

Registered office: 8 Pyrus Walk, North Petherton, Bridgwater, Somerset, TA5 2RS

Company number: 13269287

1. About this policy

This Privacy Policy explains how **SlashDotDash Ltd** collects, uses, stores, shares and protects personal information.

It applies when you:

- visit our website;
- contact us;
- request a quote;
- become a customer;
- use our billing portal;
- use our hosting, domain, email, care plan, SEO, PPC, website design, website maintenance or support services;
- communicate with us by email, phone, form, ticket, portal or other method;
- use a website, system or service that we manage or support.

In this policy, “we”, “us” and “our” mean **SlashDotDash Ltd**. “You” means the person whose personal information we collect or use.

This policy is intended to be clear and practical. It does not replace any service-specific terms and conditions that apply to your account.

2. Who we are

SlashDotDash Ltd provides digital services, including website design, WordPress development, website hosting, managed hosting, domain management, email services, website care plans, billing portal access, SEO, PPC, accessibility support, technical support and related online services.

For some personal data, we act as the **data controller**. This means we decide why and how the personal data is used.

For some customer data, we may act as a **data processor**. This means we process data on behalf of a customer, for example where we host, maintain, back up, migrate or support a customer website, mailbox, database or online system.

3. Personal information we collect

We may collect and use the following types of personal information.

3.1 Contact and account information

This may include:

- your name;
- business or organisation name;
- job title;
- email address;
- phone number;
- postal address;
- billing address;
- account contact details;
- authorised user details;
- customer reference information.

3.2 Billing and payment information

This may include:

- invoice details;
- receipts;
- payment status;
- payment history;
- service renewal details;
- payment method references;
- Direct Debit or recurring payment references;
- records of overdue invoices;
- records of accepted terms and conditions.

We do not normally store full card numbers or full bank account details ourselves. Payments may be handled by third-party payment providers.

3.3 Service information

This may include information about the services you use, such as:

- domain names;
- hosting packages;
- email services;
- care plans;
- SEO or PPC services;
- website projects;
- renewal dates;
- support requests;
- service configuration;

- customer portal activity;
- technical notes;
- cancellation or transfer requests.

3.4 Website, hosting and technical information

Where we provide hosting, website support or technical services, we may process:

- website files;
- database records;
- contact form submissions;
- administrator accounts;
- website user accounts;
- server logs;
- IP addresses;
- error logs;
- access logs;
- DNS records;
- backups;
- security scan results;
- malware reports;
- plugin, theme or software information.

3.5 Domain information

Where we manage or support domain names, we may process:

- registrant details;
- administrative contact details;
- technical contact details;
- billing contact details;
- domain renewal information;
- DNS records;
- transfer details;
- registrar or registry information.

Domain services may require personal information to be shared with registrars, registries or DNS providers.

3.6 Email service information

Where we provide or support email services, we may process:

- mailbox names;
- email addresses;
- aliases;
- forwarding addresses;
- account status;
- authentication and DNS records;
- spam filtering logs;

- support records;
- email migration information.

Where we host, migrate or support mailboxes, email content may be technically accessible during support, migration, backup, security or troubleshooting work. We only access mailbox content where necessary.

3.7 Support and communication information

This may include:

- emails you send to us;
- support tickets;
- phone notes;
- meeting notes;
- project notes;
- instructions and approvals;
- records of service requests;
- complaint records;
- correspondence about your account.

3.8 SEO, PPC and analytics information

Where we provide SEO, PPC or digital marketing services, we may process:

- analytics data;
- advertising account data;
- search console data;
- keyword and campaign information;
- conversion tracking data;
- landing page performance data;
- call tracking or enquiry data;
- campaign reports.

3.9 Website visitor information

When you visit our website, we may collect:

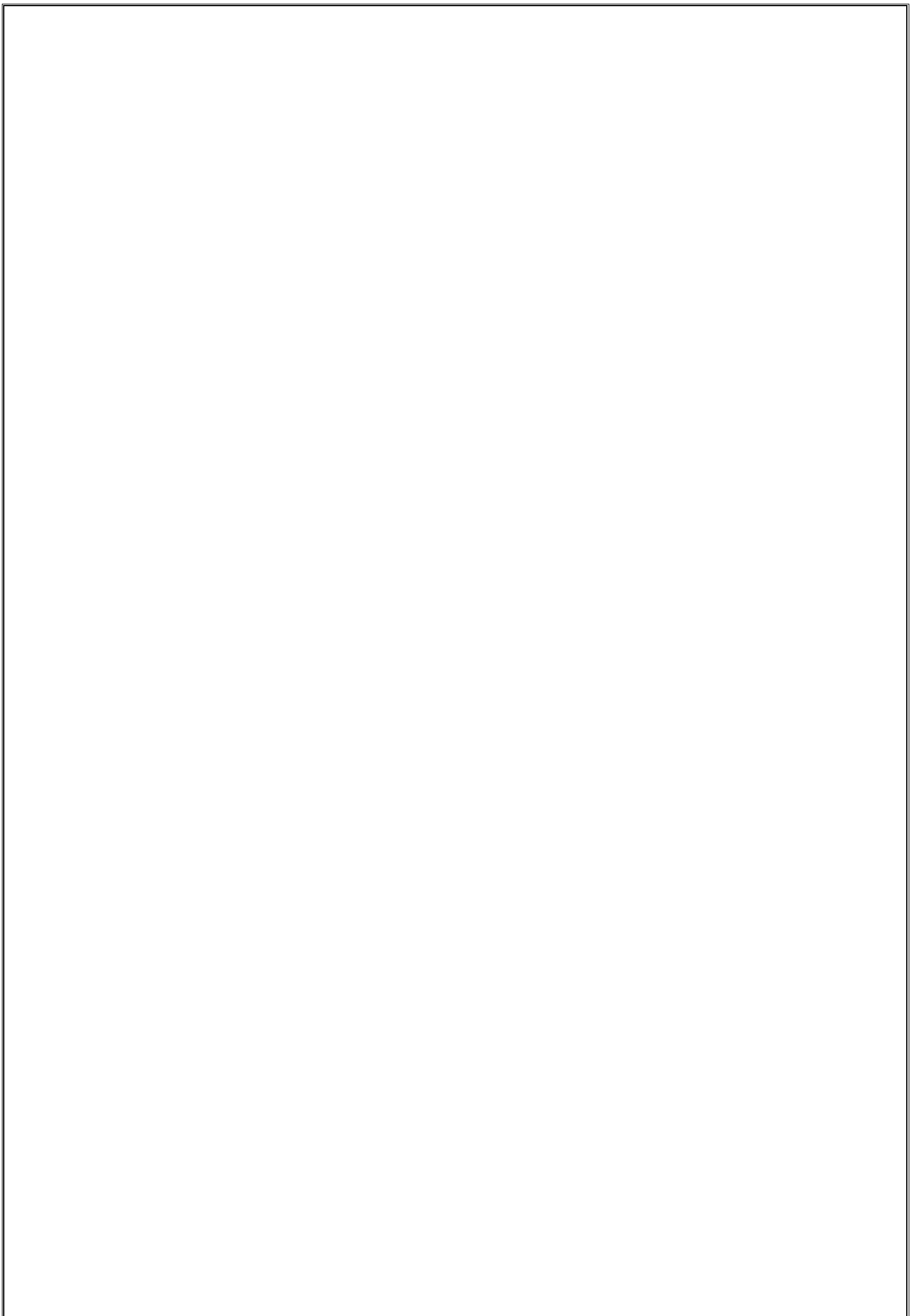
- IP address;
- browser type;
- device type;
- pages visited;
- date and time of visit;
- referring website;
- approximate location;
- cookie and analytics information.

Please see the section on cookies below.

4. How we collect personal information

We may collect personal information:

- directly from you;
- when you complete a form;
- when you contact us;
- when you place an order;
- when you use the billing portal;
- when you ask for support;
- when you accept terms and conditions;
- when you use our services;
- when your organisation gives us your details;
- from website logs and analytics tools;
- from payment providers;
- from domain registrars or registries;
- from advertising, analytics or technical platforms;
- from publicly available sources, where lawful and appropriate.



5. Why we use personal information

We use personal information for the following purposes.

Purpose	Examples	Lawful basis
To provide services	Hosting, domains, email, care plans, SEO, PPC, support, website work	Contract, legitimate interests
To manage customer accounts	Account records, authorised contacts, service records, renewals	Contract, legitimate interests
To issue invoices and process payments	Billing, receipts, payment reminders, overdue accounts	Contract, legal obligation, legitimate interests
To provide billing portal access	Portal logins, receipts, service records, terms acceptance	Contract, legitimate interests
To respond to enquiries	Quotes, questions, service requests	Legitimate interests, pre-contract steps
To provide support	Troubleshooting, password resets, technical investigations	Contract, legitimate interests
To manage domains	Registration, renewal, transfer, DNS, registrar communication	Contract, legal obligation
To manage hosting and backups	Server administration, logs, backups, recovery, maintenance	Contract, legitimate interests
To manage email services	Mailboxes, forwarding, migrations, DNS records, spam filtering	Contract, legitimate interests
To improve security	Logs, monitoring, fraud prevention, abuse prevention	Legitimate interests, legal obligation
To send service messages	Renewal reminders, maintenance notices, account updates	Contract, legitimate interests
To send marketing, where allowed	News, offers, service updates	Consent or legitimate interests, depending on context
To comply with law	Accounting, tax, legal claims, regulatory requests	Legal obligation, legitimate interests
To improve our website and services	Analytics, performance monitoring, user experience	Legitimate interests, consent where required

The ICO explains that organisations must have at least one lawful basis when handling personal information under Article 6 of the UK GDPR. ([Information Commissioner's Office](#))

6. Our lawful bases

We may rely on the following lawful bases.

6.1 Contract

We use personal information where necessary to provide services you have requested or to take steps before entering into a contract with you.

6.2 Legal obligation

We use personal information where necessary to comply with legal duties, such as accounting, tax, company records, fraud prevention, regulatory requirements or lawful requests.

6.3 Legitimate interests

We use personal information where we have a legitimate business reason and your interests, rights and freedoms do not override that reason.

This may include customer support, service administration, security, billing, debt recovery, business development, service improvement and direct communication with business contacts.

6.4 Consent

We use consent where required, such as for certain marketing communications or non-essential cookies.

You can withdraw consent at any time where consent is the lawful basis.

6.5 Vital interests

This is unlikely to apply in normal circumstances, but we may process personal information where necessary to protect someone's life.

7. When we act as a processor for customers

Sometimes we process personal data on behalf of our customers.

This may happen when we:

- host a customer website;
- manage customer website backups;
- support a customer website;
- troubleshoot a database;
- migrate a website;
- support customer email accounts;

- provide technical support for customer systems;
- manage forms, portals, plugins or online tools on behalf of a customer.

In these cases, the customer is usually the data controller and is responsible for explaining to their own users how their personal data is used.

Where we act as a processor, we process personal data only as needed to provide the agreed service, follow customer instructions, maintain security, meet legal duties or protect systems from abuse.

8. Customer websites and customer data

Our customers are responsible for the content and personal information collected through their own websites, unless we have expressly agreed otherwise.

This may include information collected through:

- contact forms;
- booking forms;
- ecommerce systems;
- membership areas;
- customer portals;
- learning platforms;
- donation forms;
- newsletter sign-ups;
- analytics and tracking tools;
- comments or user accounts.

We may provide technical support, hosting or maintenance, but this does not normally make us responsible for the customer's own privacy notice, lawful basis, cookie notice or data collection practices.

9. Billing portal data

If you use our billing portal, we may process information such as:

- your name;
- email address;
- account details;
- invoices;
- receipts;
- payment records;
- service records;
- renewal dates;
- terms accepted;
- portal login records;
- account activity.

We use this information to manage your account, provide access to billing information, keep service records, maintain security and keep audit records.

You are responsible for keeping your email account and devices secure because portal access may rely on email-based authentication.

10. Cookies and analytics

Our website may use cookies and similar technologies.

Cookies are small files placed on your device. They may be used to:

- make the website work;
- remember preferences;
- improve security;
- understand how visitors use the website;
- measure performance;
- support marketing or advertising, where used.

Some cookies are essential. Others are optional.

Where required, we will ask for consent before placing non-essential cookies. The ICO states that organisations must tell people if they set cookies, explain what the cookies do and why, and get consent unless an exemption applies. ([Information Commissioner's Office](#))

You can control cookies through your browser settings and, where available, through our website cookie controls.

11. Marketing communications

We may send marketing communications where we are allowed to do so.

This may include information about:

- our services;
- website care plans;
- hosting;
- domains;
- email services;
- SEO and PPC;
- website updates;
- relevant offers;
- service news.

You can opt out of marketing at any time by using the unsubscribe link, replying to the message or contacting us.

We will not sell your personal information to third parties for marketing.

Service messages are not marketing. We may still send important service messages about your account, renewals, security, maintenance, billing or changes to services.

12. Who we share personal information with

We only share personal information where necessary and lawful.

We may share information with:

- staff, contractors and suppliers who help us provide services;
- hosting providers;
- data centres;
- domain registrars;
- DNS providers;
- email providers;
- spam filtering providers;
- payment processors;
- Direct Debit providers;
- accounting software providers;
- billing portal providers;
- analytics providers;
- advertising platforms;
- backup providers;
- security providers;
- professional advisers;
- debt recovery services;
- regulators, courts, law enforcement or public authorities where required;
- another provider, where you ask us to transfer a service.

We require suppliers who process personal information for us to use appropriate safeguards.

13. International transfers

Some suppliers and platforms may process personal information outside the UK.

Where we transfer personal information outside the UK, we will take steps to ensure that the transfer is lawful and protected by appropriate safeguards where required.

This may include using suppliers in countries with adequacy regulations, approved contractual clauses or other recognised transfer mechanisms.

14. How we protect personal information

We take appropriate technical and organisational steps to protect personal information.

These may include:

- access controls;
- password protection;
- multi-factor authentication where appropriate;
- secure hosting environments;
- firewalls;
- malware scanning;
- encryption where appropriate;
- security monitoring;
- backup procedures;
- staff and contractor confidentiality obligations;
- limited access to customer systems;
- supplier checks;
- incident response procedures.

No online service can be guaranteed to be completely secure, but we take data protection and security seriously.

15. How long we keep personal information

We only keep personal information for as long as necessary.

How long we keep information depends on:

- the type of information;
- the service provided;
- legal requirements;
- accounting and tax rules;
- contract requirements;
- security needs;
- support history;
- whether there is a dispute;
- whether the information is held in backups.

Typical retention periods include:

Type of information	Typical retention
Customer account records	During the customer relationship and up to 6 years afterwards
Invoice, receipt and accounting records	Usually 6 years
Support tickets and service records	Up to 6 years where needed
Billing portal records	During the customer relationship and up to 6 years afterwards
Domain service records	During the service and up to 6 years afterwards

Type of information	Typical retention
Hosting records and logs	Varies by system and service
Security logs	As long as needed for security and audit purposes
Website and hosting backups	According to the relevant package or technical backup cycle
Email backups	According to the relevant package or technical backup cycle
Marketing records	Until you opt out or the data is no longer needed
Enquiry records where no service follows	Usually up to 24 months

Some information may remain in backups for a limited period before being overwritten or deleted.

16. Your data protection rights

Depending on the circumstances, you may have the following rights:

- the right to be informed;
- the right of access;
- the right to rectification;
- the right to erasure;
- the right to restrict processing;
- the right to data portability;
- the right to object;
- rights relating to automated decision-making and profiling.

The ICO explains that individuals have rights including access to their personal data, correction of inaccurate data, erasure, restriction, portability and objection.

([Information Commissioner's Office](#))

To exercise your rights, contact us using the details in this policy.

We may need to verify your identity before responding.

If your request relates to personal information we process on behalf of one of our customers, we may need to refer your request to that customer.

17. Subject access requests

You can ask us for a copy of personal information we hold about you.

This is called a subject access request.

You can make a request by contacting us at:

hello@pyrusmedia.uk

We will respond in accordance with the required legal timescales.

The ICO states that organisations should usually respond to subject access requests without delay and within one month of receipt. ([Information Commissioner's Office](#))

18. Data breaches

If we become aware of a personal data breach, we will investigate it and take appropriate action.

Where required, we will notify affected customers, individuals, regulators or other relevant parties.

Where we process personal data on behalf of a customer, we will notify the customer where required so that they can meet their own data protection obligations.

19. Children's data

Our services are mainly intended for businesses, organisations, charities, councils, schools, clubs and similar customers.

We do not normally seek to collect children's personal information directly through our own website.

However, some customer websites or systems we support may involve children's data, particularly where the customer is a school, educational provider, community group or youth organisation. In those cases, the customer is normally responsible for the lawful collection and use of that data.

20. Third-party websites and services

Our website may link to third-party websites, platforms or services.

We are not responsible for the privacy practices of third-party websites or platforms.

You should read the privacy policies of any third-party services you use.

21. Automated decision-making

We do not normally use personal information to make decisions about you based solely on automated processing that have legal or similarly significant effects.

If this changes, we will update this policy and provide appropriate information.

22. Complaints

If you have a concern about how we use your personal information, please contact us first so that we can try to resolve it.

You can contact us at:

hello@pyrusmedia.uk

You also have the right to complain to the Information Commissioner's Office.

ICO website: <https://ico.org.uk>
ICO telephone: 0303 123 1113

23. Changes to this policy

We may update this policy from time to time.

The latest version will be published on our website.

If we make a significant change, we may notify customers by email, website notice, billing portal notice or another reasonable method.

24. Contact us

For privacy or data protection questions, contact:

SlashDotDash Ltd

Email: hello@pyrusmedia.uk

Address: 8 Pyrus Walk, North Petherton, Bridgwater, Somerset, TA5 2RS

Website: <https://slashdotdash.co.uk>