



The Cosmic SMS Privacy Policy

Introduction

The General Data Protection Regulation (GDPR) came into force on the 25th of May 2018. Under the GDPR businesses will be legally required to be transparent and accountable for the personal customer data they hold and how that data is used. GDPR will change the way customer information is collected and used and customers will have greater control over how their data is processed. In turn, this will help to promote increased consumer confidence and trust in the organisations that hold their data.

1. What we do with your personal data

Personal data on Cosmic SMS remains the property of the account holder. Any information such as your name, address, email and contact details that we collect from you is used only for the purpose of processing orders, for low credit notifications and payment confirmations, providing customer support and information in response to your queries, and if specifically requested, keeping you informed of any new services we may have to offer.

The exception to the above is where Cosmic SMS may have to disclose your personal data for legal or regulatory reasons, such as assisting with crime and fraud prevention.

No payment card details are held on our servers. All payment data entered for online purchases is passed securely through to our upstream payment provider, who handle the transaction authorisation process securely with the payment card issuing bank.

2. How long we keep your personal data

Personal data, such as your name, address and other information relating to your account we keep for the duration of your time as a customer and after you have left us. SMS message data is kept for 2 years and then deleted.

3. Who we share your data with

- With mobile network operators for the sole purpose of transmitting SMS message data to the end user handset.
- With Data Centre Operators who host the service your personal data is stored on.
- With the appropriate legal or statutory bodies when obliged by law to do so.

4. Data we hold about you and how we obtain it

The only personal data we hold is that provided by you alone. This is obtained directly, through online registration and credit top-ups, when you update your account information, or when information requests are made relating to additional products and services we may offer.



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5. Your rights

- To be informed about how we use your personal data (the purpose of this Privacy Notice).
- To update your personal data. You can make changes to your information from your Account Details page
- To request deletion of your data, although there may be circumstances where we are legally obliged to retain it.
- To request a copy of your personal data in a hard copy or machine-readable format.
- To make a formal complaint to the Information Commissioner www.ico.org.uk if you believe we have infringed any of your rights regarding your personal data.

6. Marketing Communications

The default setting for a new Cosmic SMS account is not to receive any form of marketing communications unless specifically requested in the registration process. You will only receive communications from us that relate directly to the services requested by you and to satisfy the requirements of any agreement we have with you, such as transaction confirmations and support notifications. We would never give personal data to a third party for marketing purposes unless we had received your expressed permission.

7. The security of your personal data.

We take appropriate technical and organizational measures to guard against unauthorized or unlawful processing of your personal data and against accidental loss or destruction of, or damage to, your personal data. Cosmic SMS uses industry-standard security measures to protect the integrity and confidentiality of any Personal Data it owns or processes on behalf of Clients, including, in appropriate circumstances, the use of firewalls, restricted access, and encrypted transmissions.

8. Changes to this Privacy Notice

We will check this policy from time to time and post any changes here. We may also let you know about these changes by email.

If you have any questions regarding this Privacy Policy please contact us at info@cosmicsms.com