

Privacy Policy for MGateway Ltd

Policy Created: 10 April 2023

At MGateway Ltd we take the privacy of our visitors very seriously. This Privacy Policy document details the types of information collected and recorded by our web site and how we use it.

If you have additional questions or require more information about our Privacy Policy, do not hesitate to contact us.

Consent

By using our website, you hereby consent to our Privacy Policy and agree to its terms.

Our contact details

Name: MGateway Ltd

Address: Bentinck House, Bentinck Road, West Drayton, Middlesex. UB7 7RQ

Phone Number: 01737 770277 and 01737 371457

Web Site: <https://www.mgateway.com>

The type of information we collect

The MGateway Ltd web site does not use cookies. It does, however, use web browsers' permanent storage facilities (specifically a technology known as indexedDB) to ensure smooth operation of the web site by:

- Optimizing the user experience.
- Recording user preferences.

The MGateway Ltd web site follows a standard procedure for using log files. These files log visitors when they visit websites. The information collected by log files include internet protocol (IP) addresses, browser type, Internet Service Provider (ISP), date and time stamp, referring/exit pages, and possibly the number of clicks. These are not linked to any information that is personally identifiable. The purpose of the information is for analysing trends, administering the site, tracking users' movement on the website, and gathering demographic information.

Contacting us directly

If you contact us directly, we may receive additional information about you such as your name, email address, phone number, the contents of the message and/or attachments you may send us, and any other information you may choose to provide.

We will use this information solely for the purpose of communicating with you directly in order to provide you with updates and other information relating to our products and services that you either use or we feel may be of interest to you.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you when you choose to contact us directly. We do not collect personal information via our web site.

We will not share your contact details with any other person or company without your express permission.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting info@mgateway.com**

How we store your personal information

Your information is securely stored. We don't have a retention period for the contact details that you send us, but we will delete this information on request.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@mgateway.com if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at info@mgateway.com

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>