Privacy Policy

Effective Date: 03/04/2025

At SinceCode, we value your privacy and are committed to protecting your personal data. This Privacy Policy outlines how we collect, use, store, and safeguard your information when you use our website and services. By accessing or using our services, you agree to the terms of this Privacy Policy.

1. Children's Privacy

SinceCode's services are not intended for individuals under 16 years of age. We do not knowingly collect personal data from children. If we become aware of data provided by minors without parental consent, we will delete it promptly.

2. Information We Collect

We may collect and process the following types of information:

- **Personal Information**: Name, email address, phone number, billing information, and any other details you provide directly to us.
- **Technical Information**: IP address, browser type, operating system, and usage data collected via cookies or similar technologies.
- **Client Content**: Files, images, and branding materials provided for website development or other services.

3. How We Use Your Information

We use your information to:

- Provide and deliver the services you request.
- Communicate with you regarding projects, billing, or support inquiries.
- Improve our website and services through analytics.
- Comply with legal obligations and safeguard our interests.

4. Cookies and Tracking Technologies

SinceCode uses cookies and similar technologies to enhance user experience. Cookies help us analyze site traffic and optimize content. You can manage cookie preferences through your browser settings.

5. Data Sharing

We do not sell or share your personal information with third parties, except:

- With trusted partners necessary for service delivery (e.g., hosting providers, payment gateways).
- As required by law or legal obligations.
- When necessary to protect our rights or prevent fraud.

6. Data Breach Protocol

In the event of a data breach, SinceCode will:

- Notify affected clients promptly.
- Take immediate measures to secure data and resolve vulnerabilities.
- Report the breach to the appropriate authorities as required under GDPR.

7. Data Security

We implement industry-standard security measures to protect your data, including encryption and access control. While we strive to ensure the security of your information, we cannot guarantee complete protection against all threats.

8. Retention Periods

SinceCode retains personal data only as long as necessary to fulfill service agreements or comply with legal requirements:

- Project files: Retained for a maximum of 6 months after completion unless specified otherwise.
- Personal information: Retained for 5–7 years for accounting or tax compliance, as required under UK regulations.

9. Your Rights

Under GDPR and UK data protection laws, you have the right to:

- Access the personal data we hold about you.
- Request corrections to your data.
- Object to data processing or request deletion (subject to contractual obligations).
- Withdraw consent for specific uses, such as marketing communications.

To exercise these rights, please contact us at help@sincecode.com

10. Third-Party Services Transparency

SinceCode may utilize services provided by third-party platforms such as payment gateways (e.g., Stripe) or hosting providers (e.g., HOSTINGER). While we carefully select trusted providers, we are not liable for their privacy practices.

11. International Data Transfers

If SinceCode engages in international data transfers (e.g., hosting services outside the UK), we ensure compliance with GDPR standards, such as using Standard Contractual Clauses or relying on adequacy decisions.

12. Third-Party Links

Our website may contain links to external sites. We are not responsible for the privacy practices or content of these third-party websites.

13. Changes to This Privacy Policy

SinceCode reserves the right to update this Privacy Policy. Changes will be notified via our website, and your continued use of our services implies acceptance of updated terms.

14. Contact Us

If you have any questions or concerns about this Privacy Policy, please reach out to us at: help@sincecode.com