



Who we are

At Rawnet, we're serious when it comes to keeping your data secure. We never sell, rent or trade email lists with other companies and business for marketing purposes. We want you to feel confident when browsing our website and to trust that we use your data in a compliant manner and, in this privacy policy, we have provided lots of information on when and why we collect your personal information, how we use it and how we keep it secure.

Relevant Legislation

This website is designed to comply with the following national and international legislation with regards to data protection and user privacy:

- UK Data Protection Act 1988 (DPA)
- EU Data Protection Directive 1995 (DPD)
- EU General Data Protection Regulation 2018 (GDPR)

Compliance with the above legislation, all of which are rigid in nature, means that this site is likely compliant with the data protection and user privacy legislation set out by many other countries and territories as well. If you are unsure about whether this site is compliant with your own country of residences' specific data protection and user privacy legislation, you should contact our data protection officer, Adam Smith, for clarification.

Types of data we collect

We may collect and process the following information about you for the following reasons:

Google Analytics:

This website uses Google Analytics (GA) to track user interaction. We use this data to determine trends in people using our site. Although GA records your computer's IP address, which could potentially be used to identify you, Google does not grant us access to this information and no other information that Google collects personally identifies you to us. We consider Google to be a third party data processor.

Google Analytics makes use of cookies, details of which can be found on Google's developer guides. We use cookies to distinguish you from other users of our website. This helps us to provide you with the best possible experience when you browse our website as well as enabling us to improve our site and to provide interest-based advertising. You may adjust the settings on your browser to refuse cookies but some of the services on our website(s) may not work if you do so. Full details of GA's use of cookies can be found on [Google's Developer Guides](#).

Web Forms & Mailing Lists

When you join our mailing list or submit a web form, we collect personal information such as your email address.

We use Active Campaign to store your data and to deliver our emails. We gather statistics around email opens, clicks and unsubscribes using industry standard technologies in order to help us monitor and improve our email communications. For more information, please see [Active Campaign's privacy notice](#).

You can unsubscribe from our email communications at any point in time using the unsubscribe link at the bottom of our emails, or by emailing our data protection officer Adam Smith.

How we store your personal information

The information that we collect from you may be transferred to, and stored in, a country outside the European Economic Area (EEA). It may also be processed by staff operating outside the EEA who work for us, or for one of our suppliers. The laws in some countries may not provide as much legal protection for your information as in the EEA. By submitting your personal information, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal information, we cannot guarantee the security of your information transmitted to our site; any transmissions is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

About this Website's server

This website is hosted by Digital Ocean within a UK data centre located just outside London.

Security controls provided by the datacenter facilities includes but is not limited to:

24/7 Physical security guard services

Physical entry restrictions to the property and the facility

Physical entry restrictions to our co-located datacenter within the facility

Full CCTV coverage externally and internally for the facility

Biometric readers with two-factor authentication

Facilities are unmarked as to not draw attention from the outside

Battery and generator backup
Generator fuel carrier redundancy
Secure loading zones for delivery of equipment

DigitalOcean's infrastructure is secured through a defense-in-depth layered approach. Access to the management network infrastructure is provided through multi-factor authentication points which restrict network-level access to infrastructure based on job function utilizing the principle of least privilege. All access to the ingress points are closely monitored, and are subject to stringent change control mechanisms.

Systems are protected through key-based authentication and access is limited by Role-Based Access Control (RBAC). RBAC ensures that only the users who require access to a system are able to login. We consider any system which houses customer data that we collect, or systems which house the data customers store with us to be of the highest sensitivity. As such, access to these systems is extremely limited and closely monitored.

Additionally, hard drives and infrastructure are securely erased before being decommissioned or reused to ensure that your data remains secure.

All traffic (transferral of files) between this website and your browser is encrypted and delivered over HTTPS.

Access to your personal information

Under the GDPR, you are entitled to view, amend or delete the personal information we hold on you. Email your request to our Data Protection Officer, Adam Smith.

Changes to this Privacy Notice

We will review our privacy notice from time to time. Any changes we make will be posted on this page, so please check back frequently. Your continued use of our website(s) after posing will constitute your acceptance of and agreement to any changes.