

This privacy policy sets out how CloudScapes uses and protects any information that you give CloudScapes when you use this website.

CloudScapes is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

CloudScapes may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

## What we collect

We may collect the following information:

- name
- contact information including email address
- demographic information such as postcode

## What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may send promotional emails about new products.
- We may use the information to customise the website according to your interests.

## Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

## Telephone Calls

Under The Telecommunications Regulations 2000, CloudScapes may record calls in order to:

- provide evidence of a business transaction
- ensure that a business complies with regulatory procedures
- see quality standards or targets are being met
- in the interests of national security
- for the purpose of preventing or detecting crime
- prevent or detect crime to investigate the unauthorised use of a phone network
- secure the effective operation of the phone network.

## Visitors to our Website

When someone visits [www.cloudscapesdesign.com](http://www.cloudscapesdesign.com) we use Google Analytics (a third party service), to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only

processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

## Newsletter Sign Up

As part of the registration process for our e-newsletter, we collect basic personal information. We use that information for a couple of reasons: to tell you about products you have asked us to tell you about; to contact you if we need to obtain or provide additional information; to check our records are right and to check that you are happy with our business relationship.

CloudScapes do not rent or trade email lists with other organisations and businesses.

We use a third party provider, MailChimp, to deliver our newsletter. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. For more information, please see [MailChimp's privacy notice](#).

You can unsubscribe to these mailings at any time by clicking the unsubscribe link at the bottom of any of our emails or by emailing us at [info@csdhub.com](mailto:info@csdhub.com)

## Link to the CloudScapes Portal

For those subscribers to the CloudScapes suite of products, you can login and access the [CloudScapes Portal](#). Registration and access is only possible with a current licence for any of our CloudScapes products.

Please refer to the End User Licence Agreement for all CloudScapes licence holders.

## Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

## Controlling your personal information

Information that we acquire from or about you will be treated as confidential and will not be disclosed, other than in the normal course of performing services on your behalf, unless your consent has been obtained, the information is required by a court of competent jurisdiction, or it is already in the public domain.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

## Requesting Access to your Information

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the address/contact within the Questions and Complaints section below.

Under General Data Protection Regulations apply, you have the right to access information held about you. If you would like a copy of the information held on you please email Tim Calnan on [info@csdhub.com](mailto:info@csdhub.com)

Under the Data (Use and Access) Act 2026, we will comply with our legal requirement to acknowledge any data protection complaints within 30 days of receipt. We will investigate and respond to all complaints with 3 months, and will log all received complaints, their tracking and outcomes.

## Comments, Questions and Complaints

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to:

Tim Calnan, Managing Director and Data Controller  
CloudScapes Design Limited, 27 Old Gloucester Street, Holborn, London, WC1N 3AX  
TEL: 0845 838 6320 EMAIL: [info@csdhub.com](mailto:info@csdhub.com)

## Changes to Our Privacy Policy

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. This Privacy Policy was last updated in June 2026. If you have additional questions about our website or privacy policy, please email us at [info@csdhub.com](mailto:info@csdhub.com)

*Updated: June 2026*