



Privacy Policy

Last updated 31 October 2024

This Privacy Policy describes the commitment within Toucan Media Ltd to the privacy of its customers ("Clients").

Who We Are

Toucan Media provides cloud-based solutions, including website development, database and application development, web-hosting, IT support, IT training services, domain name registration and other related products and services, to businesses, individuals, non-profit organizations and others.

Unless otherwise agreed, the information that Toucan Media collects in connection with the Services is hosted on servers located in New Zealand, the United States of America and/or Iceland. By using the Services, you freely and expressly give Toucan Media your consent to export your information.

Information We Collect

Client Information

Unless otherwise agreed, Clients are asked to provide certain personal information when they agree to use Toucan Media services including name, postal address, email address, telephone number, and billing information (such as a credit card number). Except as provided herein or as required by law, Toucan Media will not share personally identifiable information about individual users, including name, contact address, email address or IP number to any third parties without your consent.

Cookies and Tracking

Unless otherwise agreed, Toucan Media may use different types of cookies (which are electronic collections of information stored on a local computer

that are used by websites to keep track of visitors and registered users and to relate one computer transaction to a later one) and other methods of uniquely tracking visitors for different purposes.

Analytics/Statistics

Unless otherwise agreed, Toucan Media may use information gathered from its website analytics to help diagnose problems with servers, and to administer and optimize application and website services.

Customer Surveys

Unless otherwise agreed, Toucan Media may use the contact information provided in customer surveys to follow up on survey answers. Toucan Media may also contact you to highlight the changes Toucan Media makes in response to your feedback.

Sharing of Information

Confidentiality

With the exception of Associates who work for, with or on behalf of Toucan Media, and are subject to confidentiality agreements, Toucan Media Ltd will not provide or sell to any third party your personal information and will keep all Client information confidential.

Customer Surveys

In addition to sharing survey information with service providers confidentially as described above, Toucan Media may share aggregated, non-personally-identifying information obtained from customer surveys.

Domain Registration

By default, the Domain Name Registration Information you provide will be treated as private and confidential information.

Your Options

Removal of information

To request removal of any or all personal information stored on servers used by Toucan Media, community forums or testimonials, contact Toucan Media at admin@toucan.media. In some cases, Toucan Media may not be able to remove your personal information, in which case Toucan Media will let you know why it is unable to do so.

Unsubscribe/Opt-out

When you become a Client of Toucan Media, you are automatically subscribed to receive transactional notices about your account and any relevant email newsletters. To unsubscribe from any newsletters or promotional mailing, please contact support@toucan.media. You may also unsubscribe through the links provided in promotional email messages sent by Toucan Media or on Toucan Media's behalf.

How to Access or Modify Your Information

To ensure you receive the information you need to manage your account and protect your privacy, please be sure to keep your contact and billing information up to date. You can update all account-related information by contacting support@toucan.media.

Data Security

Encryption. When a Client orders from Toucan Media, personal data transmissions are encrypted and all of the Client's personal information is protected. Toucan Media uses Secure Sockets Layer (SSL), the industry standard, for encrypting all personal information, including name, address and credit card numbers.

Revisions to this Policy

Toucan Media reserves the right to revise, amend, or modify this Privacy Policy at any time and in any manner. However, if Toucan Media plans to materially change how it plans to use previously collected personal information, Toucan Media will provide you with advance notice prior to the change becoming effective and an opportunity to opt-out of such differing uses. Toucan Media encourages you to periodically review this document for the latest information on its privacy practices.

Contact Us Regarding This Policy

If you have any questions about this Privacy Policy or the practices described herein, please contact support@toucan.media.