

Doxa Web Solutions — Full Privacy Policy

Last Updated: 19th November 2025

- **1. Introduction**

Doxa Web Solutions is committed to protecting your privacy and safeguarding your personal information. This Privacy Policy explains how we collect, store, use, disclose, and protect data in accordance with:

- The EU General Data Protection Regulation (GDPR)
- Uganda Data Protection and Privacy Act (where applicable)
- International best practices, including ISO/IEC 27001 principles
- Other regional or industry-specific standards (PCI DSS, HIPAA where relevant)

By accessing our website, services, or entering into a contract with us, you agree to the terms of this privacy policy.

- **2. Data We Collect**

We may collect the following types of information:

- **2.1 Personal Information**

- Name
- Email address
- Contact number
- Business/company name
- Billing information
- Any details submitted through forms (quote request, contact forms, support tickets)

- **2.2 Technical Information**

- IP address
- Browser type and version
- Device information
- General location (city/region)
- Website usage data via analytics tools

- **2.3 Project & Service Information**

- Project briefs
- Brand files, media, and design assets
- Login credentials provided voluntarily for service delivery

- Hosting, domain, or server access details where required
- **2.4 Sensitive Information**

We do **not** request or collect any sensitive information unless needed for a specific service (e.g., HIPAA-compliant medical systems).
Such data is handled with strict confidentiality and additional safeguards.

- **3. How We Use Your Data**

We process personal data for:

- Providing and managing our services
- Communicating about projects, updates, and support
- Processing payments and invoices
- Improving website experience and security
- Sending marketing or technical updates (only with consent)
- Legal, security, or compliance purposes

We **never sell or rent** your data to third parties.

- **4. Legal Basis for Processing (GDPR)**

We rely on the following legal grounds:

- **Contractual necessity** – to deliver the service you purchased
 - **Legitimate interest** – improving user experience and protecting security
 - **Consent** – for newsletters, marketing communications
 - **Legal obligation** – for accounting, tax, or regulatory requirements
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- **5. How We Protect Your Data**

Doxa Web Solutions uses industry-standard security measures, including:

- **5.1 Encryption**
 - SSL/TLS for all data in transit
 - Secure encrypted storage for sensitive credentials
- **5.2 Server & Infrastructure Security**

- Firewalls & intrusion detection
- Regular security audits and vulnerability scans
- Access limited strictly to authorized personnel
- **5.3 Data Access Control**
 - Role-based permissions
 - Multi-factor authentication (where applicable)
- **5.4 Data Backup & Recovery**
 - Encrypted automatic backups
 - Off-site secure storage
 - Disaster recovery procedures

These controls align with **ISO 27001 information security standards**.

- **6. Data Sharing & Third-Party Services**

We may share limited data with trusted providers such as:

- Payment processors (PCI-DSS compliant)
- Hosting companies
- Email service providers
- Analytics tools
- Sub-contracted developers (NDA-bound)

All third parties are required to comply with privacy laws and maintain confidentiality.

- **7. International Data Transfers**

If your data is transferred outside your country (e.g., to Europe or the USA):

- We use GDPR-approved mechanisms such as Standard Contractual Clauses (SCCs)
 - Data is encrypted and handled under strict safeguards
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- **8. Data Retention**

We retain data only as long as necessary for:

- Contractual obligations
- Legal requirements
- Service continuity
- Fraud prevention

Client project files are stored securely for **12–36 months** unless otherwise requested.

- **9. Your Rights (GDPR + Local Laws)**

You have the right to:

- Access your personal data
- Request corrections
- Request deletion (“right to be forgotten”)
- Withdraw consent at any time
- Request a copy of your data (data portability)
- Restrict or object to processing

To exercise any rights, contact:

 doxawebsolutions@gmail.com

- **10. Cookies**

We use cookies for:

- Website functionality
- Analytics and performance
- Security and session management

You can control cookie settings through your browser.

- **11. Children’s Privacy**

Our services are intended for adults and businesses.

We do not knowingly collect information from children under 16.

- **12. Incident Response**

In case of a data breach:

- We investigate immediately
- Contain and mitigate risks
- Notify affected users and authorities as required by law

For urgent issues, contact:

 security@doxawebsolutions.com

- **13. Links to External Websites**

Our site may contain external links.
We are not responsible for the privacy practices of third-party websites.

- **14. Changes to This Policy**

We may update this Privacy Policy periodically.
Updates will be posted on our website with a new “Last Updated” date.

- **15. Contact Information**

For questions, concerns, or data access requests:

Doxa Web Solutions

 Email: doxawebsolutions@gmail.com

 Website: www.doxawebsolutions.com
