

Privacy Policy

This Privacy Policy explains how Willow Software collects, uses and protects personal data when you use the Salix Monitor 360 app and when you visit associated websites.

Last updated: 23 August 2026

1. Data controller and operator

The Salix Monitor 360 app is operated by Willow Software, based in Jersey:

Willow Software
Thrifty Hollow, Seven Oaks
St Brelade
Jersey JE3 8DN
Channel Islands

Email: graeme@willowsoftware.co.uk

Willow Software is the data controller for personal data collected through the Salix Monitor 360 app and associated marketing websites, in accordance with the Data Protection (Jersey) Law 2018, the UK GDPR and, where applicable, the EU GDPR.

2. What this policy covers

This Privacy Policy applies when you:

- Use the Salix Monitor 360 application (free account or online);
- Visit any associated websites, including salixmonitor360.je and willowsoftware.co.uk;
- Contact Willow Software by email, web form or other channels;
- Participate in demos, evaluations or trials.

Information provided when using the websites or services is used only in the ways described in this policy.

3. Personal data collected

3.1 Information you provide directly

The following information may be collected:

- Contact details such as your name, email address and telephone number;
- Organisation and role information (for example, company name and job title);
- Content of messages and enquiries submitted via contact forms or email;
- Account details you provide when signing up to Salix Monitor 360 (for example, login identifiers).

3.2 Account and admin activity (Salix Monitor 360)

For customers and trial users of Salix Monitor 360, the following account and administrative data may also be processed:

- Account identifiers and organisation membership;

- Role and permission information (for example, admin, operator, viewer);
- Audit logs of administrative actions for security and troubleshooting.

3.3 Website usage and technical data

When the websites are browsed, the following technical data may be collected:

- IP address and approximate geographic location;
- Browser type, operating system and device type;
- Pages viewed, referring pages and time spent on pages;
- Interactions such as navigation clicks, search queries and form usage.

3.4 Monitoring data in Salix Monitor 360

Salix Monitor 360 is a systems monitoring and security hygiene app. It is designed to monitor infrastructure, not individuals. Monitoring data typically includes:

- Uptime and availability checks for servers and services;
- Response times for HTTP(S) endpoints and APIs;
- Certificate, DNS and header posture information;
- Vulnerability scan summaries and technical findings;
- Agent-collected metrics such as CPU, memory and disk utilisation on servers.

This operational data is about systems and services and is generally not personal data relating to identifiable individuals.

3.5 Cookies and similar technologies

The websites may use cookies and similar technologies to operate, remember preferences (such as theme selection), and understand how visitors use the site. For more details, see [the Cookies Policy](#).

4. How personal data is used

Personal data is used for the following purposes:

- Providing the service - to create and manage accounts, provide access to Salix Monitor 360 and deliver customer support;
- Security - to protect accounts, detect abuse, monitor system health and maintain audit trails for administrative actions;
- Communication - to respond to enquiries, provide updates about the service and send important notifications;
- Improvement - to understand how the websites and products are used and improve usability, performance and features;
- Compliance - to meet legal, regulatory and tax obligations where applicable.

Willow Software does not sell personal data and does not use personal data for third-party advertising or profiling.

5. Legal bases for processing

Under the Data Protection (Jersey) Law 2018 and applicable GDPR provisions, Willow Software processes personal data on one or more of the following legal bases:

- Consent - where you have clearly consented to the processing of your personal data for a specific purpose;
- Contract - where processing is necessary to perform a contract with you or to take steps at your request before entering into a contract;
- Legitimate interests - where processing is necessary for Willow Software's legitimate business interests and those interests are not overridden by your rights and interests;
- Legal obligation - where processing is necessary for Willow Software to comply with a legal requirement.

Monitoring data relating to infrastructure (for example, server uptime and response times) is typically non-personal and therefore falls outside the scope of personal data regulation.

6. Cookies and their use

A cookie is a small file placed on your device that allows the website to recognise your browser and remember certain information. Cookies can help websites function correctly, remember preferences and provide anonymised usage statistics.

Cookies may be used to:

- Analyse website traffic and usage patterns to improve structure, design, content and functionality;
- Remember preferences such as theme (light/dark) or cookie consent choices;
- Support basic security and session management.

Cookies do not provide Willow Software with access to your computer or information about you beyond what you choose to provide.

Browser settings can be used to control or block cookies. Disabling cookies may affect how the websites function, and some pages or services may not work as expected.

To learn more about cookies in general, visit aboutcookies.org.

7. Sharing personal data

Willow Software does not lease, distribute or sell personal information to third parties except where:

- Explicit permission has been provided; or
- Disclosure is required by law or regulatory requirement.

Carefully selected third-party service providers (for example, hosting providers or email delivery services) may be used to operate the services. In those circumstances, the providers act as data processors and may process personal data only in accordance with Willow Software's instructions and applicable data protection laws.

8. International transfers

Where personal data is transferred outside Jersey, the UK or the European Economic Area (EEA), Willow Software will ensure that appropriate safeguards are in place, such as:

- Adequacy decisions covering the destination country; or
- Standard Contractual Clauses or equivalent legal mechanisms; and
- Technical and organisational measures to protect the data.

9. Data retention

Personal data is retained only for as long as necessary for the purposes described in this policy, including:

- Providing and maintaining the Salix Monitor 360 service;
- Responding to your enquiries and supporting your use of the app;
- Fulfilling legal, accounting or reporting obligations;
- Maintaining security logs and audit trails for a reasonable period.

When personal data is no longer required, it is securely deleted or anonymised so that it can no longer be associated with an identifiable individual.

10. Security

Willow Software takes the security of personal data seriously and uses a combination of physical, technical and organisational measures to prevent unauthorised access, disclosure, alteration or destruction.

These measures include, as appropriate:

- Encrypted connections via HTTPS;
- Access controls and role-based permissions;
- Secure password storage and authentication mechanisms;
- Server hardening and firewalls;
- Regular security patching and updates;
- Logging and auditing of admin actions.

Any third-party processors used by Willow Software are also required to implement appropriate security standards.

11. Your rights

Under the Data Protection (Jersey) Law 2018, and where applicable the UK/EU GDPR, you have a number of rights in relation to your personal data, including the right:

- Right of access - to request a copy of the personal data held about you;
- Right to rectification - to have inaccurate or incomplete data corrected;
- Right to erasure - to request deletion of your personal data in certain circumstances;
- Right to restrict processing - to request limits on how your personal data is used in certain situations;
- Right to data portability - to receive your data in a structured, commonly used and machine-readable format, where applicable;
- Right to object - to object to processing of your personal data where Willow Software relies on legitimate interests;
- Right to withdraw consent - where processing is based on consent, that consent can be withdrawn at any time.

To exercise any of these rights, email graeme@willowsoftware.co.uk or write to Willow Software at the postal address given above.

12. Complaints and supervisory authority

If you have concerns about how Willow Software handles your personal data, contact Willow Software first so the concern can be addressed.

You also have the right to lodge a complaint with the Jersey data protection supervisory authority:

Office of the Information Commissioner
2nd Floor
5 Castle Street
St Helier
Jersey JE2 3BT
Email: enquiries@oicjersey.org

13. Links to other websites

The websites may contain links to other websites outside the willowsoftware.co.uk and salixmonitor360.je domains. Willow Software has no control over the content or privacy practices of these external sites.

When you follow a link to another website, you should read that website's own privacy policy and terms of use before submitting any personal data.

14. Children's data

Salix Monitor 360 and related services are not intended for use by children under the age of 16. Willow Software does not knowingly collect personal data from children. If you believe that a child has provided personal data, contact Willow Software so that the data can be deleted.

15. Changes to this Privacy Policy

This policy may be updated from time to time. The latest version will always be published on this page and will indicate the date it was last updated.

Where changes are material, an additional notice may be provided (for example, by email or an in-app notification) where appropriate.