

## **PRIVACY POLICY**

By submitting Personal Information to this website, you agree that we may process it in the manner described in this policy. We remind you that this Policy does not apply to third party links beyond this website.

### **Introduction**

This Policy describes our current practices with regard to Personal Information collected by us from you. The term "**Personal Information**" refers to information about you personally, which, from time to time, you will be asked to submit (e.g. name and email address) in order to receive or use services on our website.

As a result of changes in the law and technology, our practices will change over time. When this happens, we will post the changes on our website as soon as is practicable and, therefore, we encourage you to check the site frequently. We will always deal with your Personal Information fairly and in accordance with your instructions.

### **Use of Personal Information**

We will always abide by the Data Protection Act 1998 and when we ask you for Personal Information, we will tell you the purposes for which we will process that information. Such purposes include the following:

- contacting you to inform you of new services, events or information which we think will be of interest to you;
- marketing and market research; and
- internal use to help us improve our services and to help resolve any problems.

This site may indicate that your information may be used to allow us to contact you for "service and administration purposes". This means that we may contact you in relation to the Services you wish to receive, for example, to provide you with password reminders or to notify you that the particular service has been suspended for maintenance.

### **Disclosure**

Any information you provide to us will only be used by us. However, your information may be disclosed where we are obliged or permitted by law.

### **Timescale**

We will hold your Personal Information within our systems for as long as you use the service you have requested. It will be removed in the event of that purpose being met or because you no longer wish to continue as a registered member on this site. For safety

reasons, however, we may store messaging transcript information (including message content, member names and times and dates) arising from the use of this site for a period of at least six months. We will ensure that all your Personal Information is held securely.

### **Cookies**

A 'cookie' is a small amount of information that is placed on your computer's hard drive when you visit a website. It collects details of visitor behaviour, which can be used to improve the service delivered to you on a website.

Your computer can be set to accept or reject cookies if you visit the "help" menu on your web browser. However, by rejecting cookies, you may not be able to take full advantage of this site's features and you will not be able to complete the registration process.

When you visit this site, your Personal Information may be collected using 'cookies'. Such information is subject to data protection laws and is dealt with in accordance with this Policy. For more information please visit: <http://www.aboutcookies.org>.

### **Opt-out choice**

If now or at any time in the future you decide that you do not wish to receive information from us, about services that we provide, please let us know by emailing us at [*email address*].

### **Information integrity and security**

We strive to maintain the reliability, accuracy, completeness and currency of Personal Information within our databases and to protect the privacy and security of our databases. Our servers and databases are protected by industry standard security technology.

The employees who have access to your Personal Information have been trained to operate in accordance with our security protocols. Although we cannot guarantee against any loss, misuse, unauthorised disclosure, alteration or destruction of information, we take all reasonable steps to prevent this from happening.

### **Information access and corrections**

You may request a copy of the Personal Information that we hold in relation to you. Upon receipt of your written request, and enough information to permit us to identify your Personal Information, we will disclose what we hold.

We will also correct, amend or delete any Personal Information that is inaccurate, and notify any third party recipients of the necessary changes.

If you wish to access or correct your Personal Information, or if you have any questions about this Policy or concerns about the way in which we process your Personal

Information, please write to our information protection officer [ ] at [ ]. You can also e-mail us at [ ]. We do not charge for complying with a correction request, however, for requests for Personal Information, we may charge a small fee to cover our costs.