

Infoteq Ltd

Privacy policy

Protecting your
personal details
September 2009

We are extremely concerned to protect your privacy and confidentiality. We understand that all users of our site are quite rightly concerned to know that their data will not be used for any purpose unintended by them, and will not fall into the hands of a third party. Our policy is both specific and strict. If you think our policy falls short of your expectations or that we are failing to abide by our policy, do please tell us.

We are constantly vigilant for credit card or other fraud. If you have any reason to seek the return of money paid, please contact us rather than your credit card issuer.

Information may be unlawfully available to hackers and snoopers. We take no responsibility for this. The risk is no different from a similar risk in a bricks and mortar establishment. Except as set out below, we do not share, or sell, or disclose to a third party, any personally identifiable information collected at this site. If this policy should change in the future (most unlikely), then we shall provide notification in advance and give the opportunity for all users to indicate whether or not they would prefer that we do not provide the information to third parties as proposed.

We do not market to children.

Here is a list of the information we collect, and why it is necessary to collect it:

Basic identification and contact information, such as your name and contact details.

This information is used:

- to provide you with the services which you request;
- to maintain our accounts;
- for billing;
- to enable us to answer your enquiries;
- for verifying your identity for security purposes;
- for marketing our services and products;
- to help make our web site as useful to you as possible;
- information which does not identify any individual may be used in a general way by us or third parties, to provide class information, for example relating to demographics or usage of a particular page or service.

Your domain name and e-mail address

Your IP address is recognised by our servers and the pages that you visit are recorded. This information is used:

- in a collective way not referable to any particular individual, for the purpose of quality control and improvement of our site;
- to send you news about the services to which you have signed up;
- to tell you about other of our services.

Infoteq Ltd Information

Information which does not identify any individual may be used in a general way by us or third parties, to provide class information, for example relating to demographics or usage of a particular page or service. Some of this information is classified as sensitive information by the UK Data Protection Act 1998. We make the assumption that in giving this information

to us, you consent to our holding it .

Information volunteered by you

Information volunteered for a particular purpose, for example a personal profile, survey, job application form etc. This information will be used exclusively for the purpose for which you have provided it. Information is disclosed to third parties only where the third party concerned qualifies in whatever way the web site page requires.

Business information

This is information given to us in the course of your business and ours, such as in relation to your application to partner with us or advertise with us. Such information is retained for business use only. We undertake to preserve the confidentiality of the information and of the terms of our relationship. It is not used for any other purpose. We expect you and any partner to reciprocate this policy.

Disclosure to Government and their agencies

We are subject to the law like everyone else. We may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order.

Information request

At any time you may review or update the personally identifiable information that we hold about you, by contacting us at the address below. To better safeguard your information, we will also take reasonable steps to verify your identity before granting access or making corrections to your information.

This confidentiality policy has been compiled so as to comply with current UK and EU legislation, so far as we are aware. If you have any question regarding the confidentiality policy, please contact us at:

Infoteq Ltd
2 Foundry Court
Kilwinning
North Ayrshire
KA13 6UY

Explanatory notes on

Privacy Policy

These notes are by way of explanation of your document. They do not constitute advice as to the circumstances in which the document should be used or as to terms that should be deleted or changed.

General comments

1 There are several points in this document where you may need to insert, amend or choose an alternative.

2 Your privacy policy is a matter for your discretion. This model policy is built around:

2.1 protecting you from contravening the UK Data Protection Act;

2.2 providing re-assurance to your customers or clients;

2.3 maintaining a professional but friendly image.

For compliance, it is essential that you specify what data is collected and what you do with it. The image you present to your customers is of course a matter for your choice.

3 For compliance, do include all that you might do with the data.

4 The introduction provides a statement that you do not market to children. Of course this may need to be adjusted if it is not true.

Comments on specific paragraphs, following the same numbering

1 This comprehensive list covers all aspects of the provision of goods or services and extends to enable you to market your goods and services.

2 Remember that your server (or that of your host) will collect "log" data about the source of every visitor.

3 We offer 2 alternatives here, according to whether your system retains credit card information. It is important here to specify what the system is, and amend this version so that your amended version is accurate.

4 This paragraph is relevant only where additional information is taken, for example by a singles dating site.

5 Competitions and promotions may be a difficult area. It is in your interests to publish winners names to provide credibility. On the face of it, however, to do so will violate this policy. We think it is best to mention it here as well as on the page promoting the competition. In this way, the competition page can merely state that by entering, the competitor grants permission for his name and home town (for example) to be revealed.

6 Affiliates are mentioned merely for compliance. You will have a separate contract with your affiliate team, either written, or expressed as terms and conditions (both of which Net Lawman can provide).

End of notes