

sempervox
.net

SEMPERVOX PRIVACY
POLICY

This policy is subject to change, so please check regularly for updates. This policy is
in addition to Sempervox Terms & Conditions.

Jonathan Neale
jonathann@sempervox.net

Table of Contents

1. Privacy Policy.....	2
2. What personal information do we collect?	2
3. How we use your information	2
4. With who is the information shared?	2
5. Use of cookies	3
6. Where we store your Personal Data.....	3
7. Links	3
8. How can you update the personal information you have provided to us?	3
9. Your rights.....	4
10. Contact Us.....	4

1. Privacy Policy

Your right to privacy is very important. Sempervox (referred to below as "we" or "us") recognise that when you choose to provide us with information about yourself, you trust us to act in a responsible manner. We believe this information should only be used to help us provide you with a better service. That's why we have put a policy in place to protect your personal information.

By using this website, you give your consent that all personal data you submit may be processed in the manner and for the purposes described below.

For the purposes of the Data Protection Act 1998 ("the Act"), the data controller is Signum Corporate Communications Ltd with registered office at Consort House, 15 De Montfort Place, Leicester, LE1 7GZ.

2. What personal information do we collect?

We may collect and process the following data about You:

- i When making a purchase with Sempervox, we will collect your contact information, which includes name, address, email address and phone number, as well as payment information.
- ii If you contact us, we may keep a record of that correspondence
- iii Other information to help us provide you with improved services
- iv We may also collect information from the cardholder of another member of your household

3. How we use your information

We use information about you in the following ways:

- i To help us identify you and any accounts you hold with us
- ii To enable us to review, develop and improve the website and services
- iii To provide customer care
- iv To carry out marketing and statistical analysis
- v To notify you about changes to our website and services
- vi To provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contact for such purposes

4. With who is the information shared?

We may disclose your personal information to third parties:

- i Any cardholder who has purchased services on your behalf
- ii Any employees, agents or service providers of Sempervox to deal with any accounts or to deliver specific services to you.
- iii Any associated company who are our business partners and/or with whom we work.
- iv In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets, subject to their entering into appropriate confidentiality undertakings.
- v If Sempervox or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- vi If we are under a duty to disclose or share your personal data in order to comply with any legal obligation; or to protect the rights, property, or safety of Sempervox, our customers, or

others. This includes but is not limited to exchanging information with other companies and organisations for the purposes of fraud protection, credit risk reduction and dispute policies.

5. Use of cookies

The Sempervox use of cookies is detail under the Cookies Policy which can be found on our web-site: www.sempervox.net.

If you do nothing other than read pages or download information while using this web site, we will capture and store information about your visit. This information will not identify you; it relates to:

- i the Internet domain (e.g. www.company.co.uk) and IP address from which you access the web site
- ii the type of browser (Internet Explorer or Netscape) and operating system (Windows, UNIX) you use
- iii the date and time of your visit
- iv the pages you visit
- v the address of the web site from which you linked to us (if applicable).

We use this information to make each visit more rewarding, and to provide us with information to help improve our service. We do not know (and do not want to know) the identities of people who visit us in this way.

For further information about cookies, you may like to visit www.allaboutcookies.org

6. Where we store your Personal Data

All information you provide to us is stored on our secured servers in the UK. Any payment transactions will be encrypted. Credit card numbers are used for processing payment only and are not retained for marketing purposes.

7. Links

Sempervox may provide links to third party sites. Since we do not control those websites, we encourage you to review the privacy policies of these third party sites. Any information You supply on such sites will not be within our control.

8. How can you update the personal information you have provided to us?

You can help us maintain the accuracy of your information by notifying us of any changes to your address, title, phone number or e-mail address. You can do this by contacting the Sempervox Team at: support@sempervox.net

The personal information we collect and maintain will be subject to the version of the Privacy Policy in effect at the time of collection. We reserve the right to change this Privacy Policy from time to time. You should make sure you periodically review the Privacy Policy to make sure it meets your needs.

9. Your rights

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes. Sempervox will not pass any information gathered about you to any third party marketing companies at any time without your written permission.

You may request access to any information we hold about you under The Freedom of Information Act 2000.

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

10. Contact Us

Please e-mail any questions or comments you have about privacy to: support@sempervox.net.