

## **Privacy Policy**

**Please take the time to read the following important information:-**

### **11 Our undertaking to you**

Event Protect are committed to ensuring that your privacy is protected. The following information explains: how we use the information we collect about you, what information we send to you, how you can instruct us if you wish to limit the use of that information, our information gathering techniques and the procedures we have in place to safeguard your privacy.

### **Data protection**

We are registered under the Data Protection Act 1998. Information will be shared within our Group and with authorised agents, suppliers and sub-contractors who use this to operate the website and/or provide services to you e.g. for credit card verification, delivery etc.

### **Information we collect from you and how we use it**

When you visit our website or contact us by telephone, we need to know and record your personal details and those of others involved in the intended transaction. This allows us to deliver the information about our products and to calculate the prices that apply to the transaction that has been proposed. We also need to know and record your e-mail address and contact details so that we can reply to you. If you wish to make a purchase we need to know your debit/credit card/ bank details. If you seek assistance with an issue or a quotation for a product or service we provide we will need to know and record the details relevant to the fulfilment of that request. We gather this information as we process your enquiry. You are free to abandon your enquiry at any time. The relevant information is then used by us, suppliers, our agents and sub-contractors to maximise the effectiveness of our services and to increase the speed with which transactions are conducted. We may also use aggregate information and statistics for the purposes of monitoring how the site is used, in order to help us improve our service. We may provide such aggregate information to third parties. The statistics gathered do not include information that can be used to identify you as an individual. We will be careful not to provide any information about you to third parties that are not directly involved in the supply of the service or contract you are seeking, unless you have given us your permission.

### **Information sent to you & your consent**

To improve our service to you, and help you get the maximum benefit out of our site, products and services, we would like to provide you from time to time with information on our products and services. This may include related information from third parties, information about new features or special services and products which we believe will be of interest to you. We give you the opportunity to opt in or out of this when you first register or use our website or when making initial contact with us. You can also opt out by contacting us by telephone or by writing to us at our address as shown on the contact page of our website.

It is important to realise we may not be able to stop processing all your data in all the permitted ways immediately e.g. some time delay is required to implement instructions. We will need to keep records for contract processing and legal/VAT purposes for some time.

Should you wish to change the details held on our records please contact us through our normal contact points as detailed on our “Contact us” web page or our correspondences to you. By submitting your information to us you consent to the use of that information as set out in this policy.

We may also email you or make contact with you by post or telephone unless you tell us not to. Continued use of the service will signify that you agree to any such contact. Since the Internet infrastructure is global, the information you provide may be transferred outside the European Economic Area to countries that do not have similar data protection legislation governing the use of data as set out in this policy. However, we have taken the steps outlined above to try to ensure the security of your information in any event. By submitting your information you consent to these transfers.

### **Use of 'cookies' and other information gathering techniques**

We use cookies to automatically access your previously stored information when you log in to our website in order to deliver a better and more personalised service and save you time and effort.

### **Visitors to our website**

In order that we can monitor and improve the site, we gather certain information about you when you use it, including details of your domain name and IP address, operating system, browser, version and the name of the website that you visited prior to our website (if you came to us through a search engine or another website for example). We collect this information in a way which does not identify anyone.

### **Cookies**

A cookie is a small text file stored on your computer or device so that our website can remember who you are. A cookie will typically contain the name of the domain from which the cookie has come, the "lifetime" of the cookie, and a value, usually a randomly generated unique number. Cookies cannot be used by themselves to identify you and are not computer programs and can't cause any damage to your computer.

### **What we use Cookies for**

We use two types of cookies within the online services you have requested. The cookies do not collect personal information and no personal information is sent to third parties.

### **Persistent Cookies**

These retain a user's preference if you select the 'Remember Me' option within our online account management service and are not deleted when the browser is closed. They stay on your device until expiry or you decide to remove them. The cookie we issue contains a uniquely generated random number and expiry date. It does not contain any personal information.

### **Session Cookies**

These are temporary cookies used within our online services that remain on your computer or device until you close your browser. Session Cookies allow us to carry information across pages of our site and avoid users having to re-enter information.

## **Disabling / Enabling Cookies.**

By modifying the settings of your browser, you may opt to accept cookies, to be informed when one is about to be placed on your computer, or to automatically reject all cookies.

However, if cookies are disabled, it may mean that our online services may not work.

More information on cookies and how to manage them can be found at [About Cookies](#).

## **Use of Web Beacons**

Web beacons (sometimes known as clear or transparent gifs) are used to identify whether a recipient has opened an HTML email. When the email is opened the web beacon generates a record showing that the email has been viewed. Web Beacons may also recognise when the email was opened, how many times it was forwarded and which URLs (links within the email) were clicked.

These beacons do not carry any personally identifiable information and are only used to track the effectiveness of a campaign.

## **How we protect your information**

As required by the UK Data Protection Acts of 1984 and 1998, we follow strict procedures in the storage and disclosure of information which you have given us, to prevent unauthorised access. For our website we have put in place various security procedures with the intention of safeguarding your personal information, including secure server software (SSL) for encryption of your credit card information. Firewalls are used to block unauthorised traffic to our servers. If however you notice or are suspicious that there is a security problem please do notify us at our usual address.

## **Links**

If you are offered a link to another site by a hyperlink from this site we make it plain and clear that we have no control over the content of any such third party sites. We are not and shall not be held responsible for any loss or damage however suffered, caused or alleged to have been caused, that result from use of such a link and subsequent use of any such third party resource service or information. The inclusion of such links does not mean or imply that we endorse or approve of any material on such a linked site or that we have any affiliation, relationship or connection with the operator of such a site. If you use such a link you do so at your own judgment and risk. You should proceed and evaluate any information or service offered on that basis. Any such site will be governed by the terms and conditions of its provider

## **Other jargon explained**

**Browser** - Short for Web browser, a software application used to locate and display Web pages. Examples of well-known browsers are Firefox, Netscape Navigator and Microsoft Internet Explorer these are all graphical browsers, which mean that they can display graphics as well as text. In addition, most modern browsers can present multimedia information, including sound and video, though they require plug-ins for some formats

**IP (Internet Protocol)** - Abbreviation of Internet Protocol, pronounced as two separate letters. IP specifies the format of packets, also called datagram's, and the addressing scheme. Most networks combine IP with a higher-level protocol called Transport Control Protocol (TCP), which establishes a virtual connection between a destination and a source. IP by itself is something like the postal system. It allows you to address a package and drop it in the system, but there's no

direct link between you and the recipient. TCP/IP, on the other hand, establishes a connection between two hosts so that they can send messages back and forth for a period of time.

**IP Address** - This is an identifier for a computer or device on a TCP/IP network. Networks using the TCP/IP protocol route messages based on the IP address of the destination. The format of an IP address is a 32-bit numeric address written as four numbers separated by periods. Each number can be zero to 255. For example, 1.160.10.240 could be an IP address. Within an isolated network, you can assign IP addresses at random as long as each one is unique. However, connecting a private network to the Internet requires using registered IP addresses (called Internet addresses) to avoid duplicates. The four numbers in an IP address are used in different ways to identify a particular network and a host on that network. The InterNIC Registration Service assigns Internet addresses from the following three classes.\* Class A - supports 16 million hosts on each of 127 networks \* Class B - supports 65,000 hosts on each of 16,000 networks \* Class C - supports 254 hosts on each of 2 million networks \* The number of unassigned Internet addresses is running out, so a new classless scheme called CIDR is gradually replacing the system based on classes A, B, and C and is tied to adoption of IPv6

**Web Server** - This is a computer that delivers (serves up) Web pages. Every Web server has an IP address and possibly a domain name. when you enter an IP address or domain name – say [www.eventprotect.co](http://www.eventprotect.co) the server then fetches the page named and sends it to your browser. Any computer can be turned into a Web server by installing server software and connecting the machine to the Internet. There are many Web server software applications, including public domain software from NCSA and Apache, and commercial packages from Microsoft, Netscape and others.