



www.scws.co.uk

SCWS Limited

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Privacy

SCWS Ltd is committed to protecting your privacy, and takes its responsibilities regarding the security of customer information very seriously. This policy explains how we use customer information and how we protect your privacy. The following statement explains our policy regarding the personal information we collect about you.

Statement of intent

From time to time, you will be asked to submit personal information about yourself (e.g. name and email address etc) in order to receive or use services on SCWS Ltd website. By entering your details in the fields requested, you enable SCWS Ltd and its service providers to provide you with the services you select. Whenever you provide such personal information, we will treat that information in accordance with this policy. Our services are designed to give you the information that you want to receive. SCWS Ltd will act in accordance with current legislation and aim to meet current Internet best practice.

Information on visitors

During the course of any visit to the SCWS Ltd public website or a hosted, secure client SCWS Ltd production website, the pages you see, along with something called a cookie, are downloaded to your computer. Most, if not all, websites do this, because cookies allow the website publisher to do useful things like find out whether the computer (and probably its user) has visited the site before. This is done on a repeat visit by checking to see, and finding, the cookie left there on the last visit. Any information that is supplied by cookies can help us to provide you with a better service. When you enter a site your computer will automatically be issued with a cookie. Cookies are text files that identify your computer to our server. Cookies in themselves do not identify the individual user, just the computer used. Many sites do this whenever a user visits their site in order to track traffic flows. Cookies themselves only record those areas of the site that have been visited by the computer in question, and for how long. Users have the opportunity to set their computers to accept all cookies, to notify them when a cookie is issued, or not to receive cookies at any time. The last of these, of course, means that certain personalised services cannot then be provided to that user.

Use and storage of your personal information

When you supply any personal information to SCWS Ltd (e.g. personal contact information or biography) we have legal obligations towards you in the way we deal with that data. We must collect the information fairly, that is, we must explain how we will use it (see the notices on particular web pages that let you know why we are requesting the information) and tell you if we want to pass the information on to anyone else. In general, any information you provide to the SCWS Ltd public website will only be used within SCWS Ltd. It will never be supplied to anyone outside SCWS Ltd without first obtaining your consent, unless we are obliged or permitted by law to disclose it. Also, if you post or send offensive or inappropriate content anywhere on or to www.tc-v.co.uk or otherwise engage in any disruptive behaviour

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SCWS Ltd considers such behaviour to be serious and/or repeated, SCWS Ltd can use whatever information that is available to it about you to stop such behaviour. This may include informing relevant third parties such as your employer, school or e-mail provider about the content and your behaviour.

We will hold your personal information on our systems for as long as you use the service you have requested, and remove it in the event that the purpose has been met, or, in the case of a client community membership you no longer wish to continue your registration. For safety reasons, however, SCWS Ltd may store messaging transcript data (including message content, member names, times and dates) arising from the use of www.scws.co.uk for a period of six months. We will ensure that all personal information supplied is held securely, in accordance with the Data Protection Act 1998.

If you are notified on an SCWS Ltd or associated client site that your information may be used to allow SCWS Ltd or the client to contact you for "service administration purposes", this means that SCWS Ltd may contact you for a number of purposes related to the service you have signed up for. For example, we may wish to provide you with password reminders or notify you that the particular service has been suspended for maintenance. We will not contact you for promotional purposes, such as notifying you of improvements to the service or new services on SCWS Ltd unless you specifically agree to be contacted for such purposes at the time you submit your information on the site, or at a later time if you sign up specifically to receive such promotional information.

Access to personal information

You have the right to request a copy of the personal information SCWS Ltd or an associated client holds about you and to have any inaccuracies corrected. (We charge £10 for information requests.) Please address requests to the Data Protection Officer, SCWS Ltd, Trafalgar Business Park, Rash's Green, Dereham, Norfolk NR19 1JG.

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