

Privacy Policy

• 1. Introduction

This website www.allconferencecalls.co.uk is owned and run by Via-Vox Limited.

This privacy policy sets out Via-Vox Limited's commitment to you in respect of how we handle your personal information that we collect or you give us through your use of this website and our services.

For the purposes of this privacy policy "Via-Vox" means Via-Vox Limited (company number: 04646978) of:

Vectra House
36 Paradise Road
Richmond
Surrey
TW9 1SE

Telephone Number: +44 (0) 20 7990 0900

Fax Number: +44 (0) 20 3393 9358

This privacy policy includes Via-Vox's general privacy terms that apply to all our dealings with you in any capacity. We may amend this privacy policy at any time. Any changes we make to this privacy policy in the future will be posted on this page and will take effect from the date on which the change is posted. Your use of this website and our services after the date a change takes effect will be subject to this privacy policy as amended by the change. We will take your continued use as your acceptance of the change, so if an amendment is not acceptable to you then you should immediately stop using the website and our services.

YOUR INFORMATION

• 2. How do we collect information about you?

The personal information we collect and maintain about you is gathered both indirectly (for example, through the website's technology) and directly (for example, when you register to use our services). It is made up of information you give us through your use of our website and through our other communications with you such as by telephone, through our customer service agents and specialist sales consultants or in person. This includes information obtained when you register with us to set up a teleconferencing account or use other products or services offered by us.

We only collect personal information about you if you voluntarily choose to share it with us. We do not share, licence or sell information concerning Allconferencecalls users with or to third parties in any way other than as disclosed in this privacy policy.

• **3. What information do we collect about you?**

The personal information that we collect from you depends on the user package you subscribe to, and includes details such as your name, address, telephone numbers, email address, and credit card/bank account details, and for business users your position in the company, your company number and VAT registration number. You retain the right to withhold any information from us but please be aware that some of our products and services may not be available to you if this information is not provided by you to us.

• **4. What about sensitive information?**

We may from time to time collect sensitive personal information about our customers. If you do provide us with sensitive personal information when requested then by doing so you are agreeing to that information being used by us for the purposes set out in this privacy policy. If you do not want us to use your sensitive personal information for these purposes then please do not provide us with the information. We use the term “sensitive personal information” to mean information about topics such as personality and private life, racial or ethnic origin, membership of political parties or movements, or other such sensitive topics.

OUR USE OF YOUR INFORMATION

• **5. How do we use your information?**

By using our website, you consent to your personal information being used by us for the following main purposes:

- o To provide you with the website and our services;
- o To assist in processing your requests for products and services offered by us;
- o To complete your registration for any conferencing packages offered by us, and to communicate with you in relation to those packages;
- o For identification and verification purposes in connection with any of the services or products that may be supplied to you;
- o To contact you regarding your enquiries;
- o To provide you with customer support;
- o For internal analysis and research (in particular, to help us improve the website and our services);
- o To communicate with you regarding any competitions, promotions or other offers which may be of interest to you and for which you may be eligible;
- o To comply with any applicable laws and regulations, including the transfer of personal information to regulatory and government authorities; and
- o To help detect and deal with crime and unsavoury behaviour.

We may retain and store some of your personal information, including your customer profile information (such as your name and contact details) and transactional information (such as your teleconferencing history) to improve customer satisfaction and to tailor our services to meet your individual needs.

We may also use and disclose information in aggregate (so that no individuals are identified) for marketing and strategic development purposes.

PROTECTING YOUR INFORMATION

• **6. How do we keep your online information secure?**

We take security issues seriously. We have implemented appropriate steps to help maintain the security of our information systems, processes and website and prevent the accidental destruction, loss or unauthorised disclosure of the information we collect.

However, whilst we continue to work hard to protect the security and integrity of your personal information, no data transmission over the internet can be guaranteed to be 100% secure and we cannot ensure or warrant the security of any information you transmit to us over the internet. Transmitting personal information over the internet is done at your own risk and you should bear this in mind when using the website and our products and services.

In order to protect key account and financial information you provide us with online, we use a secure server known as Secure Server Layer (SSL). When you submit this information to our website it is encrypted to provide greater protection. Although we take every measure to protect this information, we make no warranty and offer no undertaking regarding the effectiveness of this encryption and we will not be held liable for any unauthorised access to this information.

• **7. Does our website use cookies?**

The website uses cookies, small pieces of information that are stored by the browser on your computer's hard drive, to help us provide you with a better site experience. None of your personal details are held in these cookies. If you are uncomfortable with our use of cookies you can disable them by changing the settings on your browser, but please note that if you disable them it may affect your ability to properly use the website. You can find out more about the way cookies work and how to disable them at <http://www.cookiecentral.com>.

DISCLOSING YOUR INFORMATION TO THIRD PARTIES

• **8. Information**

8.1 To whom may we disclose your information?

We may use third party agents and service providers around the world to collect, hold and process on our behalf your personal information for the purposes set out in this privacy policy. These agents and service providers act on our instructions and will

only use your information as we tell them to.

We may disclose your information to third parties, including the police and other governmental bodies, as required by law or if we think the disclosure may help to detect and deal with crime and/or unsavoury behaviour.

We may give your information to third parties (such as our subsidiaries, associate companies and/or business associates) to allow them to market their goods and services to you, but only with your express consent.

We will not sell your information to a third party, except in the unlikely event that we sell our business, or a substantial part of it; in which case we may transfer your information as part of the sale in order to allow the purchaser to carry on providing some or all of our services to you.

Other than as set out in this privacy policy, we will not disclose your personal information without your consent unless disclosure is either:

- o Necessary to prevent a threat to life or health;
- o Necessary to stop or prevent a breach of the website's terms and conditions or any of its policies or usage guidelines for specific products or services;
- o Necessary to prevent, investigate, detect or prosecute attacks on the technical integrity of the website or its network;
- o Necessary in order to protect the rights, property, or safety of Via-Vox or its employees, the users of its website, or the public;
- o Authorised or required by law;
- o Reasonably necessary to enforce the law; or
- o Necessary to investigate any suspected unlawful activity or unsavoury behaviour.

8.2 Linking to third party sites from the Allconferencecalls website

You may be able to link to third party sites through our website (for example, to social-networking sites and other information-sharing sites). Other sites that are or may be accessible through our website may have their own privacy and data collection policies, use of data and data disclosure practices. Once you connect to these sites, you should carefully read the security and privacy policies of each of these sites.

This privacy policy only applies to information collected on or through our website and we are not responsible for the collection of data and the related data and privacy policies and practices of third parties.

OTHER TERMS

- **9. Can you see and update the information we hold about you?**

You have the right to ask for a copy of the information we hold about you (for which we may charge a small fee). If you find at any time that any of the information we hold about you is incorrect then you should promptly notify us and we will correct the inaccuracy.

- **10. Do our privacy practices apply to disclosures you make to third parties?**

Please note that this privacy policy addresses only the use and disclosure of information we collect from you. If you give your information to others, whether they are third parties that we introduce you to or third party sites that you visit by clicking on a link on one of our websites, different rules may apply to their use or disclosure of the information you give to them. We do not control the privacy policies of third parties, and you are subject to the privacy policies of those third parties where applicable. We strongly encourage you to ask questions before you disclose your personal information to others.

- **11. How can you contact us about privacy issues?**

You can contact us about privacy issues or comment or complain about our privacy practices by contacting us at webenquiries@allconferencecalls.com

- **12. Law**

This privacy policy is governed by and shall be construed in accordance with the laws of England and Wales and any disputes which arise under or in connection with this privacy policy shall be determined exclusively by the English Courts sitting in London, United Kingdom.