

## **PRIVACY POLICY**

### **General**

This website is owned and operated by OnYourDoorStep ("OYD" /"us"/ "our"/ "we") and accessible at URLs [www.onyourdoorstep.info](http://www.onyourdoorstep.info) the controller of all personal data and/or sensitive personal data ("personal information") collected on this website ("Site").

We believe strongly in protecting the privacy of all Site users ("you"/ "your") and this privacy policy sets out how we use your personal information.

We are committed to protecting your privacy. We will only use the personal information that we collect about you in full compliance with the EU Data Protection Directive (95/46/EC) and subsidiary directives ("Directives"), as implemented in English law by the Data Protection Act 1998 and will continue to ensure that its policies and practices comply in all respects with any future laws and regulations in relation to your privacy.

### **Your consent and acknowledgement**

- (a) Unless you have expressly indicated otherwise your use of the Site constitutes your consent to our collection use sharing and transfer of your personal information under the terms of this privacy policy; and
- (b) You acknowledge and agree that our Website Terms of Use apply to this privacy policy as if reproduced here in full;
- (c) If you do not agree to the terms of our privacy policy or our Website Terms of Use you may not use our Site.

### **What personal information do we gather from you?**

We gather personal information such as contact names e-mail addresses postal addresses telephone numbers and any enquiries that you provide voluntarily when you contact us by e-mail or complete any on-line forms. For example when you complete our on-line 'Contact Us' form fields and invite our reply to your voluntarily submitted enquiries or where you generally request details about our goods and/or services by e-mail or invite us to e-mail you with details of auctions you provide us with personal information which we hold and use for the purposes set out in the next section.

### **Use of your personal information**

Our main aim in gathering your personal information is to provide you with a customised service. We will process all the personal information we collect and hold on you fairly and in accordance with applicable law. As further explained in this privacy policy we will ensure the quality and security of your personal information; and we will fully respect your rights interests and fundamental freedoms with regard to your personal information.

We will only collect record process and store personal information which is needed to:-

- (a) fulfil our contractual obligations towards you our customers and our business partners within the OYD Network (as defined below) as may exist from time to time; and/or
- (b) to serve our legitimate business interests such as administration credit assessment or marketing; or to comply with legal requirements; and/or
- (c) respond to your e-mailed or otherwise voluntarily submitted questions enquiries and requirements that you may have; and/or
- (d) send you information about our goods and/or services marketing information and news for example relating to our goods and/or services marketing information and news for example relating to our new service offerings or improvements or special offers other promotions and offers:-
  - a. by electronic means with your prior consent (eg, by 'opting in' via tick box); and/or
  - b. by non-electronic means that we consider may be of interest to you.

We may also use aggregate personal information and statistics for the purposes of monitoring Site usage in order to help us develop the Site and our service and may provide such aggregate and anonymised personal information to third parties.

If inform us that you no longer wish us to contact you for any one or all of the reasons stated above in this clause 4(a) to (d) inclusive then we will cease contacting you although you acknowledge that this may prevent us from providing the goods and/or services to you or inhibit the quality of service provided to you. If we record or monitor telephone calls to and from any customers for staff training and quality control

purposes we will first inform you that such recording and monitoring is taking place.

If at some time in the future we wish to use your personal information in ways other than those set out in this privacy policy and requiring your prior consent then we will notify you about this and seek your permission to do so.

### **Sharing of personal information**

We may share personal information within the OYD group of companies ("OYD" Network"); by this expression, we mean the OYD group, and each and any of the OYD group subsidiaries, together with its/their officers, employees, licensees, agents, distributors, consultants contractors (including data processing agencies ("processors")), suppliers and certain selected third party organisations. The OYD Network will process your personal information in accordance with this privacy policy and all privacy and communications legislation.

We will not share your personal information with any third party organisations outside of the OYD Network without first obtaining your permission to do so.

We do not currently transfer outside of the European Economic Area ("EEA") any personal information that we hold about you. However, provided that we amend our notification and inform you in advance you agree and acknowledge as appropriate that:-

- (a) we may transfer personal information about you to any member or members of the OYD Network outside of the European Economic Area for the purpose of fulfilling our contractual obligations with you; and
- (b) some countries where other facilities or companies or third party organisations are situated may have no data protection legislation or laws which are less rigorous than the legislation introduced by the Member States of the European Union and the EEA; and
- (c) in the event that we need to transfer your personal information to any member or members of the OYD Network outside of the EEA for the sole purpose of fulfilling our contractual obligations we will use reasonable endeavours to procure (but cannot guarantee) that such companies or third party organisations give binding contractual undertakings in order to ensure that your rights with regards to any such processing and your personal information will remain adequately protected.

Of course if we need your further specific and express consent to do this, we will obtain it before transferring any personal information.

In all cases, any use of your personal information by the OYD Network which has been instigated by us will comply with this privacy policy.

You acknowledge that we reserve the right to use or disclose any personal information as needed to satisfy any law regulation or otherwise or legal request to protect and defend the integrity of the Site (including to enforce our [Website Terms & Conditions](#) or this privacy policy) and you agree to fulfil our requests and/or to cooperate in any law enforcement or regulatory investigation.

Further, we may seek personal information on your racial or ethnic origins political opinions, religious or other beliefs trade-union membership physical or mental health or criminal convictions. When we do collect such sensitive personal data, it will be limited to personal information which are:

- (a) required to be kept by law;
- (b) needed for legal proceedings or to establish exercise or defend legal rights (including protection against fraud);
- (c) clearly and strictly necessary to fulfil a contract between you and us;

Save for that stated above we do not transfer share or disclose personal information we have collected from you in connection with our on or off-line activities to third parties outside the DUL Network.

If in the future a third party organisation acquires us or substantially all of our assets including without limitation our database(s) (whether by merger, acquisition, reorganisation or otherwise) you acknowledge and agree that your information including personal information may well be one of the transferred assets.

### **Protection of your personal information**

The internet is not a secure medium and we cannot absolutely guarantee the security of your personal information as set out below.

We will only provide access to personal information on you to those members of the OYD Network who we consider need such access in order to carry out our contractual obligations to you. We have taken appropriate steps to ensure the security of personal information whether it is stored in computer systems paper files or other storage media.

Further our Site and associated databases are protected by certified firewalls in order to protect your personal information from access by unauthorised persons and against unlawful processing. The Site uses the latest technology with full backups. Password protection is provided for all registered users of this Site. All outgoing and incoming email is scanned for viruses.

[ADD IN DETAILS OF ANY FURTHER SECURITY MEASURES THAT YOU HAVE INSTRUCTED YOUR IT CONSULTANTS TO PUT IN PLACE]

The OYD Network expects the same high standards of security and confidentiality of any processors agents or sub-contractors we use to process data for us.

We also keep your personal information confidential.

### **Your rights: Accessing, updating and retention of personal information**

We will employ effective procedures and safeguards to ensure that the personal information we hold on you are adequate relevant and not excessive in relation to the purposes for which they were obtained as well as accurate and up-to-date. Where you inform us of any inaccuracies in the personal information we hold we will correct and where appropriate delete incorrect personal information. Retention periods are in place to ensure that personal information are only stored whilst they are required for the purposes in question or to meet administrative legal and regulatory requirements. Where personal information are no longer required we will ensure that they are disposed of in a secure manner.

You have the qualified right to request sight of all the personal information we hold on you. Should you wish to have access to all or a particular part of your personal information please contact our Data Compliance Officer by e-mail at [admin@onyourdoorstep.info](mailto:admin@onyourdoorstep.info) . Such access will be granted in accordance with the requirements of national legislation and subject to any discretionary allowance for us to make a charge payable by you to cover our administration costs incurred in providing you with such personal information. Such payment is to be made on application for access to your personal information and is to be no more than the maximum stipulated by national legislation (if applicable) The information will be forwarded to you within an appropriate period of time in accordance with national legislation, but in any event no more than forty (40) days from the date of such request for access. Where any discrepancies are discovered following your enquiry we will take immediate steps to validate and where appropriate correct our records to ensure that your personal information are accurate and kept up-to-date. We will confirm the actions taken in writing to you within an appropriate period of time in accordance with national legislation but in any event no more than 40 days after receiving your request to amend our records. Further, if you would like to change your preferences for contacts from us or other members of the OYD Network you can let us know by contacting us by using the methods listed below.

### **Changes to our privacy policy**

From time to time it may be necessary for us to change this privacy policy so we suggest that you check here periodically.

### **Questions or complaints: contact us**

We reiterate that by submitting your personal information to us you consent to our (including our business partners' within the Network) use of that personal information as set out in this privacy policy. If you have any questions concerns or comments about this privacy policy and/or our collection use or the accuracy of your personal information or if you wish to see any of the personal information we hold on you or if you wish us to stop processing your personal information for any particular purpose or purposes then please contact us by e-mail at [admin@onyourdoorstep.info](mailto:admin@onyourdoorstep.info).

Website Terms of Use Privacy Policy

All rights reserved