

## Supatel Limited t/a Supanet Web Hosting Privacy Policy

### 1. Collection of your personal information

Supatel Limited t/a Supanet Limited ("Supanet") requires you to provide accurate personal information such as your name, address, email address and telephone number ("Personal Data") when you register to use Supanet services or make changes to the services you receive. Failure to provide information may result in your application for services being rejected. By submitting your Personal Data to us, you consent to us using it in accordance with this Privacy Policy.

### 2. How does Supanet use your Personal Data?

- 2.1 Supanet will use your Personal Data for the purpose of providing services to you which include but are not limited to processing your application, administering your account(s) and undertaking credit checks. Supanet also reserves the right to forward your Personal Data to law enforcement and similar authorities if required to do so by law and as permitted under the Data Protection Act 1998.
- 2.2 Supanet may also use your Personal Data for direct marketing purposes in the manner detailed in Section 3 below.
- 2.3 Supanet may also use your data for risk assessment, transaction analysis and customer profiling
- 2.4 Supanet will not alter your Personal Data without your permission except for the purpose of correcting or updating it or to the extent required by a properly qualified officer for the maintenance of system security or data integrity.

### 3. With whom do we share your Personal Data?

- 3.1 Supanet will share your Personal Data with its agents, subsidiary and associated companies, sub-contractors and business partners who are involved in Supanet's provision of services to you. Unless you give your permission for direct marketing, these recipients will only use your data for the purposes detailed in Section 2.1 above.
- 3.2 Supanet may also disclose your Personal Data to:
  - 3.2.1 its agents and sub-contractors;
  - 3.2.2 its subsidiary and associated companies and business partners; and
  - 3.2.3 other selected third parties. for the purpose of direct marketing. Direct marketing means the sending of details of products and/or services that may be of interest to you
- 3.3 Supanet will not use your Personal Data or disclose your Personal Data to third parties to be used for direct marketing unless you consent to such use/disclosure. You will be asked for your consent to such use each time you provide Supanet with Personal Data and may also "opt-out" of receiving direct marketing messages at any time in the manner detailed in Section 4.3 below.

### 4. Your Rights

- 4.1 To make sure that we hold up to date information about you, you should inform Supanet of any changes in your Personal Data, such as changes of address. If you wish to make any corrections to your personal information, you should contact our billing department at: Billing Dept, Indigo House, Blackburn Road, Simonstone, Burnley, Lancashire, BB12 7NQ
- 4.2 You can ask for a written copy of the Personal Data we hold about you by writing to our billing department at the address given above in 4.1. We reserve the right to charge you an administration fee for providing such information. Our fee will not exceed £10. In addition we may ask you to provide evidence of your identity before we release information. We will provide you with a copy of the Personal Data we hold about you within 40 days of the date upon which you send us our fee.
- 4.3 You have a right to "opt-out" of receiving direct marketing material at any time by contacting our billing department at the address given above in 4.1.

### 5. Cookies

- 5.1 Supanet may from time to time use cookies.
- 5.2 A cookie is a small piece of data stored on your computer. A Supanet cookie is set up when you visit a Supanet web page and is only assessed and used by Supanet. Each cookie has an expiry date that determines how long the cookie lasts. Supanet only uses cookies when they are absolutely necessary and always ensure that they last only for as long as they are useful.
- 5.3 Supanet uses cookies for the following purposes:
  - 5.3.1 Remembering your preferences: Certain web pages offer you the option to customize and/or change settings within that page. A cookie is used to store that information so that the site can remember what settings were changed the next time you return to that page.
  - 5.3.2 Signing in: When you sign in to the site manager to manage your hosting package (for example, to set up email settings) a cookie is used so that you do not have to sign in to every page that you go to. This is called a session cookie and simply allows us to remember that you have already signed in as you go through a number of pages on the site manager.
  - 5.3.3 Advertisement: We use cookies to ensure that you do not have to see the same advertisements repeated over and over again so that you view a full range of the advertisements we serve on the site.
- 5.4 You can prevent Supanet storing cookies on your PC by disabling all cookies through your browser. Below we provide information on how to disable cookies on some of the most commonly used browsers. If

you use a browser which is not featured below you should be able to access information on how to disable cookies by referring to the help section of your particular browser.

**Microsoft Internet Explorer version 6:**

In your browser click on "Tools" then choose "Internet options". Click on the "privacy" tab. On the privacy tab, click on the "Advanced" button. A window will pop open where you can modify the settings that your browser uses to handle cookies. Check the box next to "Override automatic cookie handling". This will activate the options allowing you to manually change the cookie handling settings. You can uncheck this box again at any time.

**Microsoft Internet Explorer v.5 and v.5.5:**

In your browser window click on "Tools" then choose "Internet options". Click the "Security" button. A window will pop up and then you should choose "Custom level". Scroll down the list of options until you find options under the "Cookies" heading. Here you can change the settings of how your browser will handle cookies.

**Netscape Navigator v.4.75:**

In the browser window, click "Edit" and choose "Preferences". A window will pop open where you can modify many of the browser settings. Click on the "Advanced" option to highlight it. The advanced option screen will appear on the right where you can modify the way the browser will handle cookies. For more information about Supanet's use of cookies go to [www.supanet.com/help/technical/security/security.html](http://www.supanet.com/help/technical/security/security.html)

**6. Changes**

From time to time, Supanet may make changes to this Privacy Statement. Changes will be posted on the Postboard at [www.supanet.com/help/postboard.html](http://www.supanet.com/help/postboard.html)

**7. Links**

The Supanet site contains links to other sites. Supanet is not responsible for and does not accept liability for those sites or for any use of the information that you may provide to any third party in connection with such sites.

**8. Contacting Supanet**

If you have any questions or concerns about this Privacy Policy or if you wish to exercise any of your rights detailed in section 4 above, you can contact us at the address given above in 4.1