

# PRIVACY POLICY

At WhiteSpider, we're committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about our clients and people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to [info@WhiteSpider.com](mailto:info@WhiteSpider.com) or by writing to Data Protection, WhiteSpider, Marshall's Mill, Marshall Street, Leeds LS 11 9YJ. Alternatively, you can telephone +44 20 3773 2380.

## 1.1. WHO ARE WE?

We're WhiteSpider, a specialist IT & Services provider. Our people are real experts in their field, with genuine confidence to guide our clients. WhiteSpider is a registered company (no. 08235594). The registered address is WhiteSpider, Marshall's Mill, Marshall Street, Leeds LS 11 9YJ.

## 1.2. HOW DO WE COLLECT INFORMATION FROM YOU?

We obtain information about you when you enter into a contract with us, contact us or use our website, for example, when you contact us about products and services, if you register for an event, or to receive one of our newsletters.

## 1.3. WHAT TYPE OF INFORMATION IS COLLECTED FROM YOU?

The personal information we collect might include your name, address, email address, IP address, telephone number and information regarding what pages are accessed and when.

## 1.4. HOW IS YOUR INFORMATION USED?

We may use your information to:

- process orders that you have submitted;
- to carry out our obligations arising from any contracts entered into by you and us;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested and that may be of interest to you.
- activities, promotions of our associated companies goods and services;
- process job applications.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

## 1.5. WHO HAS ACCESS TO YOUR INFORMATION?

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

**Third Party Service Providers working on our behalf:** We may pass your information to our third-party service providers, agents subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties outside the WhiteSpider Group for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

We may transfer your personal information to a third party as part of a sale of some or all of our business and assets to any third-party or as part of any business restructuring or reorganisation, or if we're under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our people and clients. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

## 1.6. YOUR CHOICES

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us about our exciting products and services, then you can opt out at any time by contacting us by email: [info@WhiteSpider.com](mailto:info@WhiteSpider.com) or telephone on +44 20 3773 2380.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email: [info@WhiteSpider.com](mailto:info@WhiteSpider.com) or telephone on +44 20 3773 2380.

## 1.7. HOW YOU CAN ACCESS AND UPDATE YOUR INFORMATION

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: [info@WhiteSpider.com](mailto:info@WhiteSpider.com), or write to us at: WhiteSpider Marshall's Mill, Marshall Street, Leeds LS 11 9YJ. Alternatively, you can telephone +44 20 3773 2380.

You have the right to ask for a copy of the information WhiteSpider hold about you at any time.

## 1.8. SECURITY PRECAUTIONS IN PLACE TO PROTECT THE LOSS, MISUSE OR ALTERATION OF YOUR INFORMATION

When you give us personal information, we take steps to ensure that it's treated securely. Any sensitive information (such as usernames and passwords) is encrypted and protected with 256 Bit encryption on SSL. When you are on a secure page, a lock icon will appear in web browsers.

Non-sensitive details (your email address etc.) may be transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

## 1.9. PROFILING

We may analyse your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you. We may make use of additional information about you when it is available from external sources to help us do this effectively. We may also use your personal information to detect and reduce fraud and credit risk.

## 1.10. USE OF 'COOKIES'

Like many other websites, the WhiteSpider website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we use cookies to store your country preference. This helps us to improve our website and deliver a better more personalised service.

We use the following cookies:

- Strictly necessary cookies. These are cookies that are required for the operation of our Site. They include, for example, cookies that enable you to log into secure areas of our Site.
- Analytical/performance cookies. They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our Site works, for example, by ensuring that users are finding what they are looking for easily.
- Functionality cookies. These are used to recognise you when you return to our Site. This enables us to personalise our content for you and remember your preferences (for example, your choice of language or region).

It is possible to switch off cookies by setting your browser preferences. Turning cookies off may result in a loss of functionality when using our website.

## 1.11. LINKS TO OTHER WEBSITES

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third-party site and recommend that you check the policy of that third-party site.

## 1.12. TRANSFERRING YOUR INFORMATION OUTSIDE OF EUROPE

As part of the services offered to you, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.