

Updated 24 May 2018



## PRIVACY POLICY

### Who we are:

Demopad Software Limited is a company registered in England under company number 3846918, whose registered office is 32-26 Chorley New Road, Bolton, Lancashire, BL1 4AP

This privacy policy explains how we use any personal information we collect about you, or that you provide to us and how it will be processed.

### About your Data Security:

We value and respect your data privacy. We take measures to prevent unauthorised access to your data by anyone, including our staff. We employ techniques such as data encryption, firewalls and server authentication to protect the security of your data.

We use a third party company who is a leading provider of payment gateway services to process all payment transactions via our cloud service. DemoPad Software Ltd do not collect or store any payment card information.

Where you have chosen a password to access certain areas of our website, you are responsible for keeping this password confidential. Your password is linked to your email address and we ask you not to share a password with anyone. We also recommend that you avoid using the same password for different online accounts.

### What type of personal data do we collect?

We may collect, use, store and transfer different kinds of personal data:

Identity data:

Contact data:

Technical data:

browser name and version, operating system

Usage data (our website): information about any of your visits to our website, including the full Uniform Resource Locator (URL) web address of any webpages on our site that you may view (including date and time of visit); products you view; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), methods used to browse away from the page

### How do we collect information about you?

We may collect information about you in several different ways including when you, purchase products or services from us, when you contact us, send us feedback, use our

website or social media channels, complete customer surveys or take part in promotions or competitions run by us. Website usage information is collected using cookies.

### **Cookies:**

Cookies are small text files (generally filled with letters and numbers) which the majority of web sites store on your computer or handheld device. These cookies are harmless and cannot cause damage to your computer. Cookies are regularly used to ensure that websites function correctly. Without cookies, certain website features could not work as they do now. Cookies are generally beneficial, making your interaction with websites smoother and much easier.

We may use cookies to keep you logged in to our cloud system, or to remember you when you come back to our site (for example).

We do not store any personal information in these cookies.

By using our site you give us consent to store cookies on your computer. If you do not wish to consent then you must either disable cookies in your browser/handheld device or refrain from using our site.

For further information visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

### **How will we use the information about you?**

We gather and use certain information about you in order to process your orders, manage your account and to enable certain functions of our website. We may collect any and all of the information that you give us.

We are committed to safeguarding and respecting your privacy and to providing you with the most efficient and effective service as possible. We have never and will never sell any personal data to any third parties, nor will we allow any 3rd party to access your personal data unless required to do so by law.

### **Marketing:**

We would like to send you information about products and services which we can provide which may be of interest to you. You may Opt Out at any time by contacting us or simply selecting the unsubscribe link at the bottom of any news/marketing emails. However, it's worth remembering that you may miss out on educational training, updates and news as well as valuable and exciting offers. The lawful basis for this processing is consent or legitimate interest (reasonable expectation).

### **Links from our Website:**

Our website contains links to the websites of 3rd party companies. This privacy policy only applies to our website, if you follow a link to another site please note they will have their own privacy policy and we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these other websites.

### **CCTV (Closed Circuit Television):**

If you visit any of our branches CCTV images of you may be captured. CCTV is used for maintaining the security of our properties as well as the safety of our staff and any visitors. Recorded footage may be shared with the police for crime prevention and detection where necessary.

### **Accessing and updating your information:**

We want to make sure that any personal information we hold about you is accurate and up to date. You have the right to know what personal information we hold about you. If you think your personal information is inaccurate, you can ask us to correct or remove it. If you would like a copy of the information or to make any amendments or remove your data please contact us.

### **How to Contact Us:**

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Email: [info@demopad.com](mailto:info@demopad.com)