

PRIVACY POLICY

How your personal information is used by IPS Specials - Updated January 2008

1. Introduction

1.1 IPS Specials("us" or "we") includes all companies with the IPS Specials name, for more information about IPS Specials please visit the about us page.

1.2 Please read this Privacy Policy to understand how we use and protect the information that you provide to us through the "Website".

1.3 By accessing any part of this Website or providing any information to us you consent to the use and transfer of your information on the terms set out in this Privacy Policy.

1.4 We reserve the right to revise or supplement this Privacy Policy from time to time at our sole discretion and you agree to revisit this page regularly to ensure that you are familiar with the most current version. By continuing to access or use the Website you will be agreeing to any such changes.

1.5 If you are a customer of an IPS Specials, details of the information we collect and how we use it will also be set out in the terms and conditions of the product or service which you hold. In the event of a conflict between this Privacy Policy and the terms and conditions of your specific product or service, the terms and conditions of your specific product or service will take precedence.

2. Information we collect from you

2.1 In general you can visit this Website without telling us who you are or revealing any information about yourself. However, there are parts of this Website where we may need to collect personal information from you, including without limitation your name, post and email addresses, fax and telephone numbers, employment details, date of birth and banking details.

3. Use of information collected

3.1 Domain name information that we collect is not used to personally identify you and instead is aggregated to measure the number of visits, average time spent on the Website, pages viewed etc. We use this information to measure the use of our Website and to improve its contents.

3.2 When other personal information, such as your name and email address is collected from you (for example through online forms or via email etc) we generally let you know at the time of collection how we will use that personal information. We may also use the personal information you provide or which we collect via this Website for the purposes of:

- (i) providing you with services which you have requested and notifying you about important changes or developments to these services;
- (ii) updating our records about you;
- (iii) crime detection, prevention and prosecution;
- (iv) responding to your inquiries and complaints or to process your requests in relation to your information;
- (v) administering offers, competitions and other promotions;
- (vi) evaluating the effectiveness of our marketing and for research, training and statistical analysis with the aim of improving our services; and
- (vii) making the Website easier for you to use and providing you with access to certain parts of the Website.

3.3 IPS Specials will treat your personal information as confidential but may share it with each other and disclose it outside IPS Specials if:

- you consent;
- it is needed by our agents, advisors or others involved in running accounts and services for you or collecting what you owe IPS Specials;
- HM Revenue & Customs or other authorities require it;
- the law or public interest permits or requires it;
- required by us or others to investigate or prevent crime;
- we need to provide it to a third party in anticipation of or following a sale, merger of the whole or any part of IPS Specials or in the course of a joint venture.

3.4 All countries in the European Economic Area (including the UK) have similar standards of legal protection for your personal information. IPS Specials group companies may run your accounts and provide other services from centres outside the European Economic Area (such as the USA and India) that do not have the same standard of data protection laws as the UK. However, if we do, we will always have a contract in place to ensure that your personal information is protected at least to UK standards, and we will remain bound by our obligations under the Data Protection Act 1998.

3.5 We may monitor, record, store and use any telephone, email or other communications we have with you for training purposes, so that we can check any instructions given to us, for crime prevention and to improve the

quality of our customer service.

3.6 By using the Website you consent to us using your personal information for the purposes described above.

4. Protecting your privacy

4.1 The Internet is a global environment and using the Internet to collect and process personal information necessarily involves the transmission of data on an international basis. By browsing this Website you acknowledge and agree to our processing of personal information in this way. We accept no responsibility or liability for the security of personal information transmitted via the Internet.

4.2 Our Website may contain links and advertisements to other websites which are outside our control and not covered by this Privacy Policy ("third party websites"). If you access any third party websites using the links provided, the operators of these third party websites may collect information from you which will be used by them in accordance with their privacy policies, which may differ from ours. We do not accept any responsibility for any such third party websites, including without limitation for their accuracy, security, the products or services which they offer or for any information which is collected through them. You are responsible for reviewing and abiding by the privacy policies and website terms and conditions of any such third party websites.

5. Accessing and updating your information

5.1 Under the Data Protection Act 1998 you may be entitled to see certain personal information we hold about you and may ask us to make changes to ensure that it is accurate and up-to-date. If you wish to access information which we hold about you or if you would like to contact us about a related data protection matter please write to us at Data protection, IPS Specials, (Registered Office) 41 Central Avenue, West Molesey, Surrey, U.K. KT8 2QZ. We are entitled to charge a small administrative fee to meet our costs in providing you with the information, which we hold about you (currently £10).

Cookie Policy

Due to recent legislation, companies are now obliged to inform website visitors that the site uses Cookies (where applicable) and therefore a policy has been devised to answer possible questions regarding cookies and how they're used.

What are Cookies?

A cookie is a tiny file which is stored on your computer so a website can identify you as a previous user of the site and often remember your settings or preferences. A cookie will typically contain the name of the domain from which the cookie has come, the "lifetime" of the cookie, and a value, usually a randomly generated unique number.

Most major websites use cookies. Cookies cannot be used by themselves to identify you.

Does IPS Specials have cookies?

IPS Specials uses Third Party cookies from Google Analytics so IPS can monitor and track users' behaviour on the site.

Why do you need to track my behaviour?

IPS Specials are committed to improving their services, including website experience. By analysing which pages people visit the most, IPS will be able to learn what's most relevant to our visitors and enhance their online experience. Also, IPS will be able to monitor how many returning visitors they have to the website compared to new visitors.

Do you know who I am personally?

No. All a cookie does is gives your IP address a unique identifying number. No personal details are stored and no personal data can be collected via a cookie.

Enabling & Disabling Cookies

You have the ability to accept or decline cookies by modifying the settings in your browser. However, you may not be able to use all the interactive features of certain sites if cookies are disabled.

For information about how to disable cookies in your browser please visit the About Cookies website