

Privacy Policy

Protecting your Privacy

Looking after people is important, this document explains how we collect information about you directly and indirectly; what information we collect; the ways in which we may use and share that information, and how you can update and access any information we hold about you.

This Privacy Policy should be read in conjunction with applicable Services terms and conditions and any other product or service terms of which you may have been notified.

Information gathering

We collect information directly from you when you are asked to provide personal details about yourself, including but not limited to:

- When you purchase products or services from us whether face-to-face, online, via telephone, email or elsewhere,
- when you become a customer;
- submit an enquiry, request for assistance, or otherwise contact us;
- enter any promotions, competitions or prize draws, ran by us or in conjunction with other parties;
- use Beyond Beige services, management platforms, or products;
- take part in market research;
- or when you terminate your account with us.

We may collect or hold additional information at times when holding, supporting, investigating, and developing hard and software systems

Information may be collected indirectly form you when you use services, including but not limited to when you

- visit or browse Beyond Beige website(s);
- browse or otherwise access the internet, WAP sites and or mobile internet via services;
- download any software that allows us to view your broadband setup functionality and to proxy on to your computer;
- use our networks (broadband; mobile, or other);
- call or contact (via email, video chat, letter or other communication) our Customer service, support or sales teams and services; including recording conversations on phone, or computer, as well as the capture of additional information about these interactions (eg telephone numbers which you call us from, information about devices, and software you use.)

We collect information about you from other sources, including but not limited to:

- credit reference agencies;
- fraud prevention agencies
- business directories
- other commercially or publicly available sources.
- We collect information such as:
 - your name
 - billing addresses
 - delivery address
 - telephone numbers
- your use of products and services including but not limited to phone numbers and/or email addresses
- how you conduct and manage your account(s) with us;
- your use of Beyond Beige products, and managed services;
- debit or credit card details, banking details and other payment information.

Using Information

We may use and analyse information about you in order to:

- provide you with access to parts of the site;
- process your order including using the recordings to check your instructions to us, assess, analyse and improve our service, train our people and manage risk;
- supply services and products that you have ordered;
- contact you; if necessary;
- verify that you are an authorised user for security purposes;
- arrange for payment of goods or services purchased;
- inform you of any service related message or of any new services or functionality (eg the introduction of a new technical service);
- assist us with crime and fraud prevention such as to check your identity
- assist you with any product or service enquiries, including the investigation and resolution of service affecting issues and dealing with any billing queries you may have;
- investigate any complaints or other enquiries that you submit to us;
- enhance and personalise the products and services that we offer you and to develop new products and services;
- analysis markets and produce reports, perform research and statistical analysis and to monitor usage behaviour (including when you are on longer a Beyond Beige customer);
- market our products and services generally;
- send information to you about our products and services from time to time by phone, email, text, MMS, social media, phone, automated dialing equipment or other means (subject to any objection or preference you may indicate when submitting your details to us);
- inform you of any products and services offered by other companies that we think may be of interest to you, provided that you choose to receive this information;

- disclose your personal information or usage of our services to certain third parties – see Disclosure of Your Information, below;
- process your application when you apply for a job online;
- assess applications for and make decisions about credit, credit related services or other facilities and insurance (including motor, household, credit, life, business, and other insurances and claims) from you and members of your household;
- debit tracing, debt recovery, credit management and crime, fraud and money laundering detection and prevention, and aggregate information about you, your spending and your use of the services with information about other users of the services in order to identify trends (“Aggregated Data”). We may pass Aggregated Data to third parties, such as advertisers, content providers and business partners or prospective business partners, to give them a better understanding of our business and to bring you a better service. Aggregated Data will not contain information from which you may be personally identified.
- Analyse information about you including your calling, searching, browsing and location data on a personalised or aggregated basis. We may pass this data to third parties mentioned in the following section of this policy and we may use this information to provide you with targeted Beyond Beige or third party offers, promotions, adverts, or commercial communications.

Disclosure of Your Information

We may disclose your information:

- to our partners, agents and subcontractors (including prospective partners, agents and subcontractors) who are in the delivery of providing products or services used or ordered by you;
- to other companies in the Beyond Beige group, including their respective partners, agents and sub-contractors (including prospective partners, agents and subcontractors);
- to credit reference agencies and fraud prevention agencies;
- to insurance underwriters and administrators (“Insurance Providers”);
- to other communications companies;
- to any relevant public authority or law enforcement agency;
- to third parties for checking details of job applicants and employees;
- to third parties from whom you have chosen to receive marketing information;
- where there is a change (or prospective change) in the ownership of Beyond Beige to new prospective owners of Beyond Beige. In these circumstances we would require them to keep it confidential.
- Where required by law, regulation or legal proceedings
- where we believe it is necessary to protect Beyond Beige or third party rights and property
- where you give us false or inaccurate information and we identify or suspect fraud, or illegal activity
- where we, or an affiliate processing your data on our behalf, are compelled to do so by law
- in response to a valid, legal compliant request by a competent authority
- during emergencies where we believe physical safety is at risk
- where the service is moderated

- in response to a complaint that there has been a breach of the services terms and conditions or any other product or service terms of which you have been notified.

Retained Information

We retain information only for as long as we need it. In relation to the following information we are required to retain it for not less than six months and not more than three years after you have been a customer of Beyond Beige in order to ensure that this information is available for the purpose of the investigation, detection and prosecution of serious crime:

- fire registers
- event attendee feedback
- email addresses and main contact information
- business cards, CRM, and system management records that we hold

Accessing Your Information

We can supply certain types of personal information on request, including but not limited to billing, name, address, product and service records.

Requests should be made in writing and include your name, mobile telephone number and proof of your identity (such as a photocopy of your passport, birth certificate or driving licence) and address (for example, a copy of a utility bill or bank statement) and the information you require. We'll charge you £10 to cover the administration cost of supplying the requested information. If we hold any inaccurate information about you, please tell us and we will correct it.

Our address is:

Data Controller Beyond Beige
97 Bradestone Road
Nuneaton
Warwickshire
CV11 4QS

Policy Updates

We will keep the policy under review and any changes made from time to time will be posted on this page.

Data Security Procedures

We are constantly reviewing our procedures to protect your personal data from unauthorised access, accidental loss and/or destruction. We use industry standard secure socket layer (SSL) technology to encrypt sensitive information such as financial information, eg your bank details or payment information. We may employ third parties to provide services on our behalf. In such cases, if they collect any data on their own behalf they will provide their own security privacy policy. We do endeavour to ensure that any third parties we use also apply high standards of privacy and security over your information. However, we always advise you to read their policy carefully.

Security of Communications

Please be aware that communications over the internet, such as e-mails, web-mails, video calls, chats, are not secure unless they have been encrypted. Your communications may route through a number of countries before being delivered – this is the nature of the World Wide Web/Internet. Beyond Beige cannot accept responsibility for any authorised access or loss or personal information that is beyond our control.

Media Messaging if you are registered with Beyond Beige, any media messages you send to an email address, including Media Messages from your phone and messages from Beyond Beige, may include phone number or email address which will be displayed in the 'form' field of the message.

Beyond Beige Chat rooms and Opinion Forums, you are reminded that chat rooms and opinion forums are for public discussion. Any personal information that you choose to supply when you participate in these discussions is widely accessible. Never reveal any personal information such as your telephone number, postal or email address when you participate in these discussions.

Users 16 and Under

If you are aged 16 or under, please get your parent or guardian's permission before providing any personal information or before taking part in any Beyond Beige discussion. Users without this consent are not allowed to provide us with personal information.

Co-branded Micro Sites and Third Party Sites

Some web pages and Micro web-sites included within Beyond Beige's websites maybe co-branded with third party names, logos, or properties. These micro websites are operated or maintained by or on behalf of Beyond Beige. While such third parties are sponsors of these web pages or Micro websites, the third parties do not share in any personal identifiable information collected within those web pages or Micro websites unless otherwise stated. This policy does not apply to third party sites that you may access via our Portals. You should therefore ensure that you are familiar with the applicable third party privacy policy before entering any personal information on a third party site.

Non-EEA Use of Information

The information you provide to us may be passed to third parties located outside the European Economic Area. Countries outside the European Economic Area do not always have strong protection laws. However we will always take steps to ensure that your information is use by third parties in accordance with this policy. Additional terms and conditions may be presented when signing up for specific products and services.

Marketing Information from Third Parties

If you choose to receive marketing information from other companies, we will only disclose your personal information to these companies when they have undertaken not to use your personal information for any purpose other than to provide information to you or other users to which you have agreed. If you decide that you no longer want to receive information from a particular

company, you should contact that company directly. You should be aware that if you subsequently give any personal information to another company, the uses to which that information may be put will be determined by that company's privacy policy.

Cookies

A cookie is a piece of information, like a tag, which some websites create on your PC/mobile device (mobile phone, tablet, etc) which identifies your computer/mobile device whenever you visit that site. In order to provide you with the best possible online experience, Beyond Beige may create cookies when you visit a Beyond Beige website. In order to help you, cookies may be used to:

- limit the frequency with which you will see particular advertisements or Beyond Beige announcements on the site
- identify your details if you have set up a customised homepage
- keep track of how many times you do specific things whilst using the services
- track where you have come from if you were referred to our Portal
- provide you with self-help information
- make our email offers more relevant to you by taking into account your response to previous email offers.

Agents of Beyond Beige, who assist in the serving and targeting of advertisements, promotions and other marketing messages, may use cookies to collect anonymous data such as how many people have viewed a particular page each day. Data collected by cookies will not otherwise be passed to any third party.

You have the ability to accept or decline cookies. Most PC's automatically accept them but you can modify your browser settings to decline if you so wish. If you decline cookies, some aspects of the Beyond beige site may not work on your PC/mobile phone and you may not be able to access areas you want to on the web site. For this reason we recommend that you accept cookies. If you select the "remember me" function, where it is available, for any return visits, you will need to have cookies enabled on your browser.

Finally, please note that advertisers and other third parties may use their own cookies or action tags when you click their advertisements or link to their website, on or from our website. These third parties are responsible for setting out their own cookie and privacy policies.

Third parties

weebly.com

Our site is hosted by weebly.com operated by Squareup International Ltd. Weebly may collect personal information as further described below through:

- Personal Information provided by you,
- Automatically Collected Information,
- Cookies and Other Tracking Technologies,
- Third Party Analytics Data,
- Mobile App-Based Data and
- Cross-App and Cross-Device Information.

Weebly do not collect or use “sensitive consumer information” and do not offer or sell to any third party any data based on sensitive consumer information.

Please refer to Weebly privacy policy for additional details <https://www.weebly.com/uk/privacy>

Weebly and affiliates, partners, and service providers (such as marketing, analytics, and customer support partners) may use cookies and similar technologies for analysing trends, understanding how users interface with site(s), and to gather demographic information about our user base as a whole. Weebly may also receive reports based on the use of these technologies by these companies on an individual, device specific and/or in an aggregated basis.

Beyond Beige only have access trend based reporting.

Please see Weebly Cookie and Privacy policies for more information

<https://www.weebly.com/uk/privacy>

Google Analytics

We use Google Analytics to track visitor interaction with our site in order to produce statistical reports. Google collects details of the pages you view and the time you viewed them, the features of your browser, and your IP address. We have enabled IP anonymisation so that Google will not store your complete IP address. For more information on how Google handles the data it collects, see Google’s privacy policy.

To opt out of Google Analytics tracking on our site, see the Google Analytics section of our cookie policy. To opt out of Google Analytics tracking on all sites, use the Google Analytics Opt-out Browser Add-on.

YouTube video player

When you view a page containing the YouTube video player, your browser connects to YouTube. For more information on how Google (the operator of YouTube) handles the data it collects, see Google’s privacy policy.

Security Tips

How to Avoid Receiving Spam

Think before you give out your email address. Try to avoid giving your main email address on web-sites, chat rooms, newsgroups or to companies. There are many places online that provide free email accounts. You could set up a separate account to use when signing up to an internet based service, or for online shopping. This way your main email address cannot be “harvested” by spammers. Avoid forwarding chain letters or petitions. These lists of addresses can be used by spammers.

Never reply to SPAM. This includes the notorious “click here to unsubscribe” trick. While it looks as if you are being given the chance to opt out of receiving further unsolicited email, in fact you will be letting the spammer know that your email address is active, leading to yet more spam being sent. Don’t click it – just delete the email. You should also avoid trying to spam the spammers, you will end up being blacklisted as a spammer yourself.

Blocks and Filters. Your webmail has simple SPAM blocking features already. Have a look for the pages on “SPAM” or “Junk mail” in the help section of the webmail service. If you are downloading emails onto your PC, then email your internet Service Provider or search their website

to find out about Spam blocking services they may offer. These are various software programs to help you block SPAM.

Avoiding Cold Calls

To prevent cold calling to your mobile phone, you should register your number with the Telephone Preference Service – visit www.tpsonlone.org.uk

Glossary

Broadband services The following services: broadband internet connection and access, modem and associated cables and filters(s) lease services, IP address services, maintenance and support services, and such other services as one agreed in a broadband order as Beyond Beige may agree to provide you from time to time under the broadband contract.

Internet The international system of interconnected computer networks utilising standard protocols and procedures to transmit electronic data.

Network The electronic communications system by which we make services available in the united system.

Beyond Beige Group Beyond Beige and any companies which are a holding company or subsidiary of Beyond Beige

Beyond Beige Portal Registered Company A business or person who has successfully registered their details on the Beyond Beige website. This website is only open to UK residents and Businesses who own or intend to own a UK network mobile phone.

Portals Our web, Beyond Beige active and XDA portals and any other services and portals we introduce from time to time

Media Message MMS, Multi-media messaging services. A message that can contain text, images, video and audio.