

# PRIVACY POLICY

Updated May 2018

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This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read it carefully to understand our approach and practices regarding your personal data and how we will treat it. By visiting [welovechatter.com](http://welovechatter.com) or doing business with us and by providing personal data to us, you are accepting and consenting to the practices described in this policy.

For the purposes of this policy 'data protection legislation' means the General Data Protection Regulation ((EU) 2016/679) and any national implementing laws, regulations and secondary legislation, as amended or updated from time to time, in the UK and then any successor legislation to the GDPR or the Data Protection Act 1998 which is applicable to the provision of the services by us to you.

## Information we may collect from you

We may collect and process the following data about you:

### Information you give us.

This may arise from you filling in forms on [welovechatter.com](http://welovechatter.com) (our site) or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you complete any new client or supplier forms or notify us of a change/update to your personal details, contact preferences etc. The information you give us may include your name, address, e-mail address and phone number and any messages you send us.

### Information we collect about you.

With regard to each of your visits to our site we may automatically collect the following information:

- Technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
- Information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); pages you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call us.

## Cookies

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. For detailed information on the cookies we use and the purposes for which we use them see our [Cookie policy](#).



## Uses made of the information

We use information held about you in the following ways:

### Information you give to us.

We will use this information:

- to administer our working relationship;
- for the provision of services requested;
- providing always that you have given to us the necessary consent, to provide you with information about other goods and services we offer or news on our activities;
- to notify you about changes to our services;
- in-house research and statistical analysis;
- to ensure that content from our site is presented in the most effective manner for you and for your computer.

### Information we collect about you.

We will use this information:

- to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- to improve our site to ensure that content is presented in the most effective manner for you and for your computer;
- as part of our efforts to keep our site safe and secure;
- to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you;

## Disclosure of your information

### We may disclose your personal information to third parties:

In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.

If Chatter Communications Limited or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.

If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or to protect the rights, property, or safety of Chatter Communications Limited, our customers, or others.

### Where we store your personal data



The data that we collect from you will be stored within the European Economic Area ("EEA") and will not be transferred outside the EEA unless the storage or subprocessor involved adheres to an equivalent privacy framework recognised by the EU such as the Privacy Shield network. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our services, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

While we use strong encryption, both when your information is moving to or from our web services and also whilst your information is held by us, unfortunately the transmission of information via the internet can never be completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

## Your rights

**Access to your personal data:** You may request access to a copy of your personal data by contacting us.

**Right to withdraw:** You may withdraw your consent to us processing your personal data at any time. Please contact us if you would like to withdraw your consent and we will delete your data in line with your right to erasure below. Please note that in the event that you wish to exercise your rights under this paragraph we may be unable to continue to provide our Services to you.

**Rectification:** You may ask us to rectify inaccurate information held about you. If you would like to update the data we hold about you, please contact us.

**Erasure:** You may ask us to delete your personal data. If you would like us to delete the personal data we hold about you, please contact us and specify why you would like us to delete your personal data. Please note that in the event that you wish to exercise your rights under this paragraph we may be unable to continue to provide our Services to you.

**Portability:** You may ask us to provide you with the personal information that we hold about you in a structured, commonly used, machine readable form, or ask for us to send such personal data to another data controller by contacting us.

**Right to object:** You may object to our processing of your personal data pursuant to this Privacy Policy. Please contact us providing details of your objection. Please note that in the event that you wish to exercise your rights under this paragraph we may be unable to continue to provide our Services to you.

**Make a complaint:** You may make a complaint about our data processing activities to a supervisory authority, for the UK this is the Information Commissioner's Office, at [ico.org.uk](http://ico.org.uk).

If, at any time, you want to exercise any of these rights please write to us at Jon Davies, Data Controller, Chatter, Castleton Mill, Castleton Close, Leeds. LS12 2DS.



## Access to information

Data Protection Legislation gives you the right to access information held about you. Your right of access can be exercised in accordance with data protection legislation.

### Retention of information

We will delete your data as soon as it is no longer of relevant use to us, or within timeframes specified by the data protection legislation.

## Changes to our Privacy Policy

Any changes we may make to our privacy policy in the future will be posted at <http://chtr.in/privacy> and, where appropriate, notified to you by e-mail.

