

## **PRIVACY STATEMENT – PENDAS CS LTD**

November 2006

Pendas CS Ltd recognise the importance of protecting the privacy of all information provided by users of our web site, registrants at our events/shows, recipients of any e-mail newsletters and all customers of our products and services. We created this policy with a fundamental respect for our customers right to privacy and to guide our relationships with our customers. This Privacy Statement covers the privacy practices we employ for all products and services provided by Pendas CS Ltd.

**INFORMATION COLLECTION AND ITS USE:** Pendas CS Ltd collects relevant customer information from our website users via email request, telephone calls and mail requests etc and occasionally from other customers. In this section of our Privacy Statement, we describe the type of information we collect and how we use it to provide better services to our customers.

**Registration and Ordering:** When using our website and requesting information etc (such as brochures), users must first register their interest with us. During registration, users are required to give their contact information (such as name, e-mail address, mailing address and phone number). For internal purposes, we use this information to communicate with users and provide requested services. We also may collect demographic information (such as job title and purchasing responsibilities, relevant company information etc).

For products and services that require payment, we also collect relevant credit card payment information (such as account name, number and expiration date), which is used for our or our agent's billing purposes only, and is not otherwise shared.

**Marketing Information and Competitions:** From time to time we may invite web site users and other customers to provide information via surveys or contests. Participation in these surveys or contests is completely voluntary and the website user or other customer therefore has a choice whether to disclose the requested contact information.

**Communications with us:** We have features where our customers can submit information to us (such as our email feedback invite). Where such submissions include requests for services, products or information, we may forward them to appropriate third parties, as needed, to be able to respond to the specific request. In addition, we may retain e-mails and other information sent to us for our internal administrative purposes, and to help us to serve customers better.

**Special Offers – communication from us.** In order to best serve our customers, we may send updates that contain special offers on selected products and services. For example, we may send new clients a welcoming letter. We may also communicate with a customer to provide requested services and for account-related issues via e-mail, phone or regular mail. In addition to such service and product-essential messages, we offer our customers the option to receive information about our company, related products, services and special deals. Users, however, can choose not to receive these communications via request.

**Automatic Data Collection:** For example, we do not use "cookies," to obtain or use any information about the user. Where a user visits affiliated or linked sites from within the website we do not, however have any access to or control over these business affiliates' cookies that the third parties may or may not use; we urge users to read their individual privacy policies for the relevant information.

We may also periodically also use an email delivery and third party marketing company to send emails (including newsletters) for which you have registered and requested information (or otherwise agreed to receive).

**SHARING INFORMATION:** We do not as an organisation share any information about our clients with any third party without your express permission.

**PERMISSION:** Our customers are given the opportunity to choose whether to receive information from ourselves and at any time may request further communication from ourselves cease without a specific request from the client.

**SECURITY:** We use reasonable precautions to protect our customers' personal information and to store it securely. Sensitive information that is transmitted to us online (such as credit card number) is encrypted and is transmitted to us securely. In addition, access to all of our customers' information, not just the sensitive information mentioned above, is restricted. Only employees who need the information to perform a specific job (for example, a billing clerk or a customer service representative) are granted access to personally identifiable information. Finally, the servers on which we store personally identifiable information are kept in a secure environment.

**LINKS:** Our web sites contain links to other sites. Pendas CS Ltd has no influence and is not responsible for the privacy practices or content of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of each web site to which we may link that may collect personally identifiable information.

Any

Please address any questions about this statement to [privacy@pendas.co.uk](mailto:privacy@pendas.co.uk)

Questions