



# ProspectSoft

## Privacy Policy

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## Introduction

We are serious about protecting the privacy of visitors to our site and our customers, old and new. We use information collected about you only as permitted in this Privacy Policy.

This is our privacy policy, but please be aware that should you follow a link to another Web site, you are no longer covered by this policy. It's a good idea to understand the privacy policy of any Web site before sharing personal information with it.

Words and phrases used in this policy have the same meaning as in the Terms of Service for Prospect 365 which can be found at [www.prospectsoft.com/terms](http://www.prospectsoft.com/terms).

## Who processes your personal data?

Your personal information - that is, data that identifies you, or from which you are identifiable - may be collected, processed, stored and used by us, and passed to and processed by our subsidiary and/or affiliated companies and other data processors acting under contract with us. Personal information contributed by or collected from users on the ProspectSoft Site may be stored and processed in the UK or any other country in which we or our affiliates, subsidiaries or agents maintain facilities, and by using the ProspectSoft Site, you acknowledge and agree that you may be transferring your personal information outside the country in which you have contributed it, and that you consent to any such transfer of information outside your principal or main country of residence.

These countries may not have similar data protection laws to those that apply in the European Union (EU). However, if we transfer your personal information outside the EU in this way, we will take steps to ensure that your privacy rights continue to be protected in compliance with applicable data protection law and this Privacy Policy.

## The information we gather

At various times you may contribute your personal information to us. For example, in order to process a request or enquiry you may make concerning a product, service or transaction, we need to know all or some of the following: your full name, address, telephone number, e-mail address, and, where or if appropriate, a method of payment. You may also contribute personal information to us at other times, such as when registering on the ProspectSoft Site, or when responding to a feedback questionnaire.

## How do we use your personal data?

Your personal information may be used to provide and promote ProspectSoft products and services, to process payments, to provide user support, and for other purposes referred to in this Privacy Policy and the Terms and Conditions.

We will also use the personal information users provide to us to contact you from time to time with critical user or service updates, and to send other messages that are integral to the service we provide, or offer from the ProspectSoft Site. If you have an account with us, we must always be able to e-mail you operational information about your account and your use of our services.

Your personal information is not shared with third parties, except:

- a. In the case of special promotions by us, or one of our partners, about which you've requested to be notified;
- b. Where a third party performs services on our behalf and has agreed to keep such information confidential (such as the conduct of an online survey for example); and
- c. Our affiliates, partners or agents, but only for the purpose of performing this Agreement.

In the event that a third party acquires ProspectSoft, your personal information may be transferred to any such acquirer.

## Surveys

Surveys are another method by which we gather information about our users. From time to time, we request users' input in order to evaluate potential features and services, and feedback from services and solutions provided by us. The decision to answer a survey is completely yours. We use information gathered from surveys to improve our services.

## Enquiries

You may send enquiries to sales, support, and other company contacts via clickable links on this site. If you choose to send an enquiry through these links, your personal information, including your e-mail address and any other information you supply, will be passed to the contact area in question to enable the reply directly to you.

While the content of these enquiries is not shared with any other party, ProspectSoft may, from time to time, use third party e-mail servers to send and track receipt of the enquiry e-mails, and analyse the pattern of enquiry usage reported by these third party tracking systems; the resulting information is used and stored only in an anonymised form.

## How do we protect your personal information once we have it?

We take appropriate technical and organisational measures to guard against unauthorised or unlawful processing of your personal data and against accidental loss or destruction of, or damage to, your personal data. While no computer system is completely secure, we believe the measures implemented by our site reduce the likelihood of security problems to a level appropriate to the

type of data involved. We have security measures in place to protect our user database and access to this database is restricted internally. However, it remains each user's responsibility:

- a. To protect against unauthorised access to your use of the Site and Service;
- b. To ensure no-one else uses the Site while the user's machine is "logged on" to the services provided by ProspectSoft;
- c. To log off or exit from the Site or Service when not using it; and
- d. Where relevant, to keep his/her password or other access information secret.

All personal information and details provided as part of an enquiry, support or service request, or financial and other details are stored on a secure server. We do not store credit card numbers or related identifying information on any ProspectSoft site server.

## What is a cookie and why do we use them?

A "cookie" is a small piece of information sent by a Web server to store in a Web browser so that it can later be read back from that browser. We may use cookies to store some personal preferences for your future visits. Cookies allow us to recognize you more quickly; therefore, your time spent on our site can be more personalized and productive. You'll find that cookies are an industry standard and are used at most major Web sites in much the same way we use them here at the ProspectSoft Site.

We may use third-party site usage tracking companies to analyse your Site visit or to conduct surveys. In the course of serving our pages, these third parties may place or recognise a unique "cookie" on your browser. These companies may use information (not including your name, address, e-mail address or telephone number) about your visits to the Site and other Web sites in order to help us understand how to serve you better.

These companies may use information (not including your name, address, email address or telephone number) about your visits to this and other Web sites in order to provide advertisements about goods and services of interest to you. When you view a web page on our Site that contains advertising provided by one of these third parties, the service provider may place a cookie on or retrieve a cookie from your computer if you have not disabled your browser from receiving cookies.

If you wish, you can prevent cookie files from using (non-personal) information about you by either deleting the cookie folder in your browser or by putting your browser's Privacy setting higher, but doing so will mean that;

- a. Your use of the Site will be adversely affected (and quite possibly entirely prevented),
- b. Your experience of this and other sites that use cookies to enhance or personalize your experience will be adversely affected, and
- c. You will not be presented with advertising that reflects the way that you use our, and other, sites. You find out how to make these changes to your browser at this site: [www.allaboutcookies.org/manage-cookies/](http://www.allaboutcookies.org/manage-cookies/).

## How we protect your privacy with third parties

As indicated above, we may work with other companies who place cookies or web beacons on our Site. These companies help operate our Site and provide you with additional products and services. They are subject to confidentiality agreements with us and other legal restrictions. We do not permit any of these companies to collect personal information using cookies or web beacons on our Site.

## How do I correct or update my information?

We allow our users the option to change or modify information previously provided. This may be done through the following methods:

- a. Contact us online. Or
- b. Post the request to us at:

ProspectSoft Ltd  
Dovetail House  
Wycombe Road  
Stokenchurch  
HP14 3RQ  
United Kingdom

## How do I opt-out of receiving marketing communications from you?

You may opt-out of receiving marketing communications from us by the following means:

- a. Contact us online. Or
- b. Post the request to us at:

ProspectSoft Ltd  
Dovetail House  
Wycombe Road  
Stokenchurch  
HP14 3RQ  
United Kingdom

## Changes to this privacy policy

We reserve the right to change this Privacy Policy from time to time, and post the new version on the Site. When we do so, we will notify you of the fact on the main screen of the Site, and the new

version of this Privacy Policy will take effect, and will govern all Site services and your relationship with us:

- a. Commencing one month after the date of posting;
- b. If earlier, when (following posting of the new Privacy Policy) you make an enquiry or otherwise interact with us or another user; or
- c. Immediately upon the date of posting, if the changes are not to operative provisions, or not capable of adversely affecting you - examples of which would include, without limitation, changes to contact details referred to, or the refinement of provisions that are already included, in this Privacy Policy.

## How long will we keep your personal data?

We will retain your personal data only as long as is necessary for the purposes to which you consent under the Terms and Conditions and this Privacy Policy, or as is required by applicable law, and then we will delete it.

## Disclosure for legal reasons

Your personal data may be disclosed if we or an entity processing your data on our behalf are compelled to do so by law, or receive a valid, legally compliant request by a law enforcement or governmental authority.

## How do I contact you?

If you have any questions about this Privacy Policy, the practices of this Site, or your dealings with this Site, we encourage you to contact us as detailed below.

- a. Contact us online. Or
- b. Post the request to us at:

ProspectSoft Ltd  
Dovetail House  
Wycombe Road  
Stokenchurch  
HP14 3RQ  
United Kingdom