

Privacy Policy

1. About this policy

This is the privacy policy of Accord Consulting Ltd (“Accord”). It applies only to personal data as defined in s.1 of the 1998 Data Protection Act (“personal information” or “information”) and not other types of business or general information. The policy tells you who we are, how we collect personal information about you through this website, what we intend to use that information for, with whom we intend to share it, how we keep it secure, and how we transfer your information outside the European Economic Area (‘EEA’).

Please read the policy carefully. By accessing or using this web site you are deemed to agree to the terms of this privacy policy, and if you do not agree with it, then you must not send us any personal information.

Note that if you follow a link from this site to another site, this policy will no longer apply. We are not responsible for other sites’ information handling practices. Use of your information by the owner of the linked site will normally be governed by that site’s privacy policy, which we encourage you to read.

Further information about privacy and data protection issues including the online Register of Data Controllers can be found on the Information Commissioner’s website at <http://www.informationcommissioner.gov.uk/>.

2. Who we are

We are Accord, a company registered in England and Wales with company registration number 4659384. Our registered office is at Kings Lodge, London Road, West Kingsdown, Kent. TN15 6AR. Please see our contact section for more information.

3. How we collect information from you

3.1 By the use of “cookies” and “web beacons”.

Cookies

3.2 A cookie is a small text file which is transferred from a website and stored on your computer’s hard drive. It enables a website to “remember” who you are.

3.3 Most browsers are automatically set to accept cookies but if you are using Microsoft’s Internet Explorer or Netscape Navigator, you should be able to configure your browser to restrict cookies or block all cookies if you wish. This will however, affect your ability to log into and use the customer area of our website.

3.4 This website uses Google Analytics, a web analytics service provided by Google, Inc. (“Google”). Google requires us to reproduce the following

statement. You can find out more about this service at <http://www.google.com/analytics>. Google Analytics uses "cookies", which are text files placed on your computer, to help the website analyze how users use the site. The information generated by the cookie about your use of the website (including your IP address which we do not link to any personally identifiable information) will be transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for us and providing other services to us relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. You may refuse the use of cookies by selecting the appropriate settings on your browser. By using this website, you consent to the processing of data about you by Google in the manner and for the purposes set out above.

Further information

3.5 More information on cookies can be found at <http://www.allaboutcookies.org/>.

3.6 By registration

- We collect information about you that you provide when you register to use the customer areas or other restricted areas of our site.

3.7 Through completion of online forms

- We collect information about you if complete any of the various forms on our site to contact us, make enquiries, order products and services, apply to us and give us feedback.
- We need you to give us certain information, which will be indicated on the form you are required to complete in order to place an order. It would help us if you give us any other information that you think will be relevant but you are under no obligation to do so.

3.8 Through traffic data and site statistics

- We also collect some site statistics such as page hits and page views.
- We are not readily able to identify any individual from traffic data or site statistics.

3.9 By you contacting us by other methods other than the website

- The website provides various telephone and fax numbers and email addresses for you to contact us. We will collect information from you that you provide through any of these methods.
- We may also collect other information you supply to us after your initial contact with us.

4. Security and storage of information

- 4.1 We will keep your information secure by taking appropriate technical and organisational measures against its unauthorised or unlawful processing and against its accidental loss, destruction or damage.
- 4.2 Please remember that normal Internet email is insecure.
- 4.3 We will store your information at least for the duration of any customer relationship we have with you, or as otherwise required by law (normally up to a maximum of 7 years for legal and tax reasons).

5. What your information is used for

- 5.1 If you buy software or services from us, we will use your information to fulfil your order and to provide you with the software or service you have requested.
- 5.2 If you register to use one of the customer areas or other restricted areas on our website, we will use your information to provide those membership services to you.
- 5.3 If you agree when you register with us or buy from us, we will also use your information for marketing purposes. If you do not want the information we hold on you to be used in this manner, you must first contact us by e-mailing us at marketing@accord-consulting.com and establish your preferences.
- 5.4 If you do not object, we will use the information we hold on you to contact you for feedback on your use of our software and/or services and/or website.
- 5.5 We may use aggregated data about users of our site, sales patterns and other statistical data to improve our site, but it will not be possible to identify individuals from that aggregated data.

6. With whom we may share your information

- 6.1 We will not share your information with any other organisation except in the following circumstances.
 - We will share your information with another organisation to which we transfer, or are in discussions to transfer, our rights and obligations under our agreement with you.
 - We may share your information with another organisation that buys our company or our assets, or with another organisation from which we acquire a company or business, and in the course of any preceding negotiations with that organisation, which may or may not lead to a sale.

- We may share your information with our funders or potential funders, such as our bank and with our professional advisers who have a reasonable need to see it.
- We may share your information with any group companies of ours so that they can provide any products and services to you that you request.
- We may, on occasion share your information with carefully selected businesses so that they can send you details of other software-related products and services. Alternatively, we may on occasion use your information to send you details of the products and services of carefully selected businesses which are complementary to our own products and services. If you do not want the information we hold on you to be used in this manner, you must contact us either by emailing us at marketing@accord-consulting.com.
- We may provide anonymous aggregated data to reputable third parties on a commercial basis.
- We will disclose your information to enforcement authorities if asked to do so, or to a third party in the context of actual or threatened legal proceedings or if otherwise required to do so by law.

7. Your rights

- 7.1 You have a right to rectify any errors in information we hold about you, and to change or correct any details you have already given us. Please inform us about changes to your details so that we can keep our records accurate and up to date.
- 7.2 You also have a right to be removed from any mailing list we hold at any time, but you must first contact by e-mailing us at marketing@accord-consulting.com.
- 7.3 You have a right to see a copy of the information we hold about you on payment of a statutory fee, which is currently £10. Before we agree to this, you must provide with sufficient evidence of your identity and sufficient details of the information you wish to see to enable us to locate it.

8. Transfers outside Europe

- 8.1 We are obliged to satisfy ourselves before transferring your information to a country outside the EEA that it provides adequate protection for your data protection rights. The EEA comprises the EU countries and Norway, Iceland and Liechtenstein. Countries outside the EEA may not give the same level of protection to your information as those within the EEA.
- 8.2 Our website is hosted in the UK and therefore we do transfer any information submitted by you through the site outside the EEA. We have taken steps to ensure that our host provides the necessary level of

protection for your information, and by using this site, you are agreeing to such a transfer.