

**Computer Scene Technical Ltd** ("We") are committed to providing the best service and protecting & respecting all our customers.

#### **INFORMATION ABOUT US**

Our site is operated by Computer Scene Technical Ltd ("We"). We are registered in England and Wales under company number 09288340 and have our registered office at The Hub at Park Farm, Unit 20 Park Farm Business Centre, Fornham St Genevieve, Bury st Edmunds, Suffolk IP28 6TS – sales@csnet.co.uk. Telephone number 01638 563442. Our registered office is also our main trading address. Our VAT number is 224268223. We are a limited company.

For the purpose of the Data Protection Act 1998 (the **Act**), the data controller is Computer Scene Technical Ltd of The Hub at Park Farm, Unit 20 Park Farm Business Centre, Fornham St Genevieve, Bury st Edmunds, Suffolk IP28 6TS.

#### **INFORMATION WE MAY COLLECT FROM YOU**

We may collect and process the following data about you:

- Information that you provide by filling in forms on our site [www.csnet.co.uk/www.computerscenetechnical.co.uk](http://www.csnet.co.uk/www.computerscenetechnical.co.uk) (**our site**). This includes information provided at the time of registering to use our site, subscribing to our service, posting material or requesting further services. We may also ask you for information when you enter a competition or promotion sponsored by Computer Scene Ltd and when you report a problem with our site.
- If you contact us, we may keep a record of that correspondence.
- We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.
- Details of your visits to our site [including, but not limited to, traffic data, location data, weblogs and other communication data, whether this is required for our own billing purposes or otherwise] and the resources that you access.

#### **IP ADDRESSES AND COOKIES**

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

For the same reason, we may obtain information about your general internet usage by using a cookie file that is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our site and to deliver a better and more personalised service. They enable us:

- To estimate our audience size and usage pattern.
- To store information about your preferences, and so allow us to customise our site according to your individual interests.
- To speed up your searches.
- To recognise you when you return to our site.

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our site.

Please note that our advertisers may also use cookies, over which we have no control.

## **SERVICES**

Computer Scene Technical Ltd provides a range of services which include Software Development, Registration and Hosting of Business Domain Names, Cloud Hosted Exchange, Website Design and Management of our services. Terms and Conditions of our services are available upon request.

## **REGISTRATION AND HOSTING OF BUSINESS DOMAIN NAMES**

Pricing for .uk and .com domain names start at £9.99 plus VAT per year. Prices vary depending on our hosting packages. The hosting packages are determined at a meeting with you for the initial free consultation appointment. A quotation which will detail all prices quoted together with our terms and conditions will be emailed or posted to you within a few days after our meeting. As we have our own TAG with Nominet, we will arrange to send you a copy of Nominets Terms and Conditions upon registration of your domain name. If you would like to view a copy of this beforehand, please advise.

We do not accept liability for unsuccessful registrations if the information given to us is incorrect at that time.

Upon registration of your domain name, we will provide you with an invoice payable within 14 days.

Renewing your domain name. We will contact you 30 days before your domain name is due to expire. We ask that you confirm in writing whether you wish to:-

- Renew for a further year. We will arrange to invoice you for the annual charge payable within 14 days.

- Transfer to another registrar. There is a small admin fee of £9.99 plus VAT to transfer the domain name to your new registrar. Your contract with us for this particular service would then be terminated.
- Expire. If you wish to let the domain name expire, we will not renew it on your behalf.
- No response. If you do not respond to our renewal correspondence the domain name will lapse.

## **ABUSE EMAILS**

If you believe you are receiving an exceptional amount of spam, we ask that you report to us immediately. If you receive any emails that you may believe to be suspicious and would like us to help clarify, please email us at [sales@csnet.co.uk](mailto:sales@csnet.co.uk). We will need brief details of the email and may require to see a copy. In some circumstances it may mean that we will have to report it to the Police.

We reserve the right to modify or terminate any services or amend the terms and conditions of our services at any time without prior notice or consent of the customer.

## **COMPLAINTS ABOUT ANY OF OUR SERVICES**

If you have a complaint regarding any of our services, please could you address the complaint to:-

Kevin Smith  
Computer Scene Technical Ltd  
The Hub at Park Farm,  
Unit 20 Park Farm Business Centre,  
Fornham St Genevieve,  
Bury st Edmunds,  
Suffolk IP28 6TS  
Tele No. 01638 563442  
Email [sales@csnet.co.uk](mailto:sales@csnet.co.uk)

We will acknowledge receipt of your complaint within 48 hours of receipt. Your complaint will then be investigated by us. If the complaint is upheld you will receive a full apology and, if appropriate, be given any details of any action that we are taking to put things right. If you are not satisfied with the outcome, you can ask for a further review.

Please remember to include the nature of your complaint and what you would like to see at the outcome. We will aim to resolve the complaint within 30 days of receipt. However if the complaint requires more in depth investigation and takes longer than the 30 days, we will keep you advised of progress.

We are committed to dealing with all complaints equitably, comprehensively, and in a timely manner.

## **WHERE WE STORE YOUR PERSONAL DATA**

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff maybe engaged in, among other things, the fulfillment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted [using SSL technology]. Where we have given you (or where you have chosen) a password, which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not 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.

## **USES MADE OF THE INFORMATION**

We use information held about you in the following ways:

- To ensure that content from our site is presented in the most effective manner for you and for your computer.
- To provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.
- To carry out our obligations arising from any contracts entered into between you and us.
- To allow you to participate in interactive features of our service, when you choose to do so.
- To notify you about changes to our service.

If you are an existing customer, we will only contact you by electronic means (e-mail or SMS) with information about goods and services similar to those which were the subject of a previous sale to you.

## **PRIVACY POLICY REGARDING YOUR DATA**

- Please note that we do not send your details to any third parties.
- They are kept on our secure database and server until you require us to delete them.
- We do carry out annual housekeeping checks to ensure that you are happy for us to keep your details.
- If you are no longer a client and you have not requested us to delete your details, we will keep them for as long as the legal recommended requirement.
- If you do require us to delete them at any time, they will be deleted within 72 hours from our systems or for as long as the legal recommended requirement.

We do not disclose information about identifiable individuals to our advertisers, but we may provide them with aggregate information about our users (for example, we may inform them that 500 men aged under 30 have clicked on their advertisement on any given day). We may also use such aggregate information to help advertisers reach the kind of audience they want to target (for example, women in SW1). We may make use of the personal data we have collected from you to enable us to comply with our advertisers' wishes by displaying their advertisement to that target audience.

#### **DISCLOSURE OF YOUR INFORMATION**

We may disclose your personal information to any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.

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.
- We or substantially all of our assets are acquired by a third party, in which case personal data held by us 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 in order to enforce or apply our terms of use or terms and conditions of supply and other agreements; or to protect the rights, property, or safety of Computer Scene Ltd, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

#### **YOUR RIGHTS**

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at The Hub at Park Farm, Unit 20 Park Farm Business Centre, Fornham St Genevieve, Bury st Edmunds, Suffolk IP28 6TS – sales@csnet.co.uk.

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

### **ACCESS TO INFORMATION**

You are entitled to access information held about you.

### **CHANGES TO OUR PRIVACY POLICY**

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail.

### **TERMS OF OUR WEBSITE**

This page (together with the documents referred to on it) tells you the terms of use on which you may make use of our website [www.csnet.co.uk](http://www.csnet.co.uk) (**our site**). Please read these terms of use carefully before you start to use the site. By using our site, you indicate that you accept these terms of use and that you agree to abide by them. If you do not agree to these terms of use, please leave our site.

### **ACCESSING OUR SITE**

Access to our site is permitted on a temporary basis, and we reserve the right to withdraw or amend the service we provide on our site without notice (see below). We will not be liable if for any reason our site is unavailable at any time or for any period.

From time to time, we may restrict access to some parts of our site, or our entire site, to users who have registered with us.

If you choose, or you are provided with, a user identification code, password or any other piece of information as part of our security procedures, you must treat such information as confidential, and you must not disclose it to any third party. We have the right to disable any user identification code or password, whether chosen by you or allocated by us, at any time, if in our opinion you have failed to comply with any of the provisions of these terms of use.

When using our site, you must comply with the provisions of our acceptable use policy.

## **INTELLECTUAL PROPERTY RIGHTS**

We are the owner or the licensee of all intellectual property rights in our site, and in the material published on it. Those works are protected by copyright laws and treaties around the world. All such rights are reserved.

You may print off one copy, and may download extracts, of any page(s) from our site for your personal reference and you may draw the attention of others within your organisation to material posted on our site. However breach of these terms of use, your right to use our site will cease immediately and you must, at our option, return or destroy any copies of the materials you have made.

You must not modify the paper or digital copies of any materials you have printed off or downloaded in any way, and you must not use any illustrations, photographs, video or audio sequences or any graphics separately from any accompanying text.

Our status (and that of any identified contributors) as the authors of material on our site must always be acknowledged.

You must not use any part of the materials on our site for commercial purposes without obtaining a licence to do so from us or our licensors.

## **RELIANCE ON INFORMATION POSTED**

Commentary and other materials posted on our site are not intended to amount to advice on which reliance should be placed. We therefore disclaim all liability and responsibility arising from any reliance placed on such materials by any visitor to our site, or by anyone who may be informed of any of its contents.

## **OUR SITE CHANGES REGULARLY**

We aim to update our site regularly and may change the content at any time. If the need arises, we may suspend access to our site, or close it indefinitely. Any of the material on our site may be out of date at any given time, and we are under no obligation to update such material.

## **OUR LIABILITY**

The material displayed on our site is provided without any guarantees, conditions or warranties as to its accuracy. To the extent permitted by law, we, other members of our group of companies and third parties connected to us hereby expressly exclude:

- All conditions, warranties and other terms which might otherwise be implied by statute, common law or the law of equity.
- Any liability for any direct, indirect or consequential loss or damage incurred by any user in connection with our site or in connection with the use, inability to use, or results of the use of our site, any websites linked to it and any materials posted on it, including, without limitation any liability for:

- loss of income or revenue;
- loss of business;
- loss of profits or contracts;
- loss of anticipated savings;
- loss of data;
- loss of goodwill;
- wasted management or office time; and

for any other loss or damage of any kind, however arising and whether caused by tort (including negligence), breach of contract or otherwise, even if foreseeable, provided that this condition shall not prevent claims for loss of or damage to your tangible property or any other claims for direct financial loss that are not excluded by any of the categories set out above.

This does not affect our liability for death or personal injury arising from our negligence, nor our liability for fraudulent misrepresentation or misrepresentation as to a fundamental matter, nor any other liability which cannot be excluded or limited under applicable law.

#### **INFORMATION ABOUT YOU AND YOUR VISITS TO OUR SITE**

We process information about you in accordance with our privacy policy. By using our site, you consent to such processing and you warrant that all data provided by you is accurate.

#### **TRANSACTIONS CONCLUDED THROUGH OUR SITE**

Contracts for the supply of goods and services formed through our site or as a result of visits made by you are governed by our terms and conditions of supply.

#### **UPLOADING MATERIAL TO OUR SITE**

Any material you upload to our site will be considered non-confidential and non-proprietary, and we have the right to use, copy, distribute and disclose to third parties any such material for any purpose. We also have the right to disclose your identity to any third party who is claiming that any material posted or uploaded by you to our site constitutes a violation of their intellectual property rights, or of their right to privacy.

We will not be responsible, or liable to any third party, for the content or accuracy of any materials posted by you or any other user of our site.



We have the right to remove any material or posting you make on our site if, in our opinion, such material does not comply with the content standards set out in our acceptable use policy.

#### **VIRUSES, HACKING AND OTHER OFFENCES**

You must not misuse our site by knowingly introducing viruses, trojans, worms, logic bombs or other material which is malicious or technologically harmful. You must not attempt to gain unauthorised access to our site, the server on which our site is stored or any server, computer or database connected to our site. You must not attack our site via a denial-of-service attack or a distributed denial-of service attack.

By breaching this provision, you would commit a criminal offence under the Computer Misuse Act 1990. We will report any such breach to the relevant law enforcement authorities and we will co-operate with those authorities by disclosing your identity to them. In the event of such a breach, your right to use our site will cease immediately.

We will not be liable for any loss or damage caused by a distributed denial-of-service attack, viruses or other technologically harmful material that may infect your computer equipment, computer programs, data or other proprietary material due to your use of our site or to your downloading of any material posted on it, or on any website linked to it.

#### **LINKING TO OUR SITE**

You may link to our home page, provided you do so in a way that is fair and legal and does not damage our reputation or take advantage of it, but you must not establish a link in such a way as to suggest any form of association, approval or endorsement on our part where none exists.

You must not establish a link from any website that is not owned by you.

Our site must not be framed on any other site, nor may you create a link to any part of our site other than the home page. We reserve the right to withdraw linking permission without notice. The website from which you are linking must comply in all respects with the content standards set out in our acceptable use policy.

If you wish to make any use of material on our site other than that set out above, please address your request to [csl@csnet.co.uk](mailto:csl@csnet.co.uk).

#### **LINKS FROM OUR SITE**

Where our site contains links to other sites and resources provided by third parties, these links are provided for your information only. We have no control over the contents of those sites or resources and accept no responsibility for them or for any loss or damage that may arise from your use of them.

## **JURISDICTION AND APPLICABLE LAW**

The English courts will have non-exclusive jurisdiction over any claim arising from, or related to, a visit to our site although we retain the right to bring proceedings against you for breach of these conditions in your country of residence or any other relevant country.

These terms of use and any dispute or claim arising out of or in connection with them or their subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales.

## **PROHIBITED USES**

You may use our site only for lawful purposes. You may not use our site:

- In any way that breaches any applicable local, national or international law or regulation.
- In any way that is unlawful or fraudulent or has any unlawful or fraudulent purpose or effect.
- For the purpose of harming or attempting to harm minors in any way.
- To send, knowingly receive, upload, download, use or re-use any material which does not comply with our content standards To transmit, or procure the sending of, any unsolicited or unauthorised advertising or promotional material or any other form of similar solicitation (spam).
- To knowingly transmit any data, send or upload any material that contains viruses, Trojan horses, worms, time-bombs, keystroke loggers, spyware, adware or any other harmful programs or similar computer code designed to adversely affect the operation of any computer software or hardware.

You also agree:

- Not to reproduce, duplicate, copy or re-sell any part of our site in contravention of the provisions of our terms of.
- Not to access without authority, interfere with, damage or disrupt:
  - any part of our site;
  - any equipment or network on which our site is stored;
  - any software used in the provision of our site; or
  - any equipment or network or software owned or used by any third party.

## **SUSPENSION AND TERMINATION**

We will determine, in our discretion, whether there has been a breach of this acceptable use policy through your use of our site. When a breach of this policy has occurred, we may take such action as we deem appropriate.

Failure to comply with this acceptable use policy constitutes a material breach of the terms of use upon which you are permitted to use our site, and may result in our taking all or any of the following actions:

- Immediate, temporary or permanent withdrawal of your right to use our site.
- Immediate, temporary or permanent removal of any posting or material uploaded by you to our site.
- Issue of a warning to you.
- Legal proceedings against you for reimbursement of all costs on an indemnity basis (including, but not limited to, reasonable administrative and legal costs) resulting from the breach.
- Further legal action against you.
- Disclosure of such information to law enforcement authorities as we reasonably feel is necessary.

We exclude liability for actions taken in response to breaches of this acceptable use policy. The responses described in this policy are not limited, and we may take any action we reasonably deem appropriate.

## **CONTACT**

Questions, comments and requests are welcomed and should be addressed to The Hub at Park Farm, Unit 20 Park Farm Business Centre, Fornham St Genevieve, Bury st Edmunds, Suffolk IP28 6TS – [sales@csnet.co.uk](mailto:sales@csnet.co.uk).