

# Nildram Privacy Policy

## Introduction

Nildram Limited ("Nildram") specialises in the provision of Value Added Internet Services through the brands of Nildram and lobsterpot. In purchasing services from any, either or all of these brands, the client is contracting with Nildram. The Privacy Policy described herein is applicable to all services supplied through Nildram or lobsterpot and visitors to our websites at www.nildram.net, and www.lobsterpot.net. Nildram Ltd uses information collected from its registered customers and visitors to its Websites to improve the services we offer to you and to improve your online experience. We take your privacy very seriously. This privacy policy sets out details of the personal information we collect about you and the ways in which we may use that information.

## When do we collect personal information?

We collect personal information from you when you register to become a Nildram Ltd customer and when you enter any promotions or competitions on this Website. You may also be asked whether you would like to participate in surveys about this Website to help us improve our service. Whether you participate in these surveys or not will be up to you.

## What may your personal information be used for?

If you are a Nildram Ltd customer, we may use the personal information to:

- collect payment from you;
- verify that you are a Nildram Ltd customer if you call the helpdesk (for reasons of security, you will be asked for some of the details you provided during the registration process);
- tell you about any service related changes affecting your use of this Website and any new features and functionality (e.g. the introduction of a new e-mail service or chat service); and
- contact you to ask whether you would like to attend a research group to help us improve our service.

If you are a Nildram Ltd customer or you provide us with personal information in the context of a promotion or competition, we may use your personal information to:

- assess and develop Nildram Ltd products and services;
- tell you about other products and special offers, provided that you choose to receive this information; and
- tell you about any products and services offered by other companies which we think might interest you, provided that you choose to receive this information.

If you choose to receive information about products and services of other companies, we may sometimes disclose your personal information to those companies. We will only do so where those companies have assured us that they will not use your personal information for any purpose other than to provide this information to you. If you decide that you no longer want to receive information from a particular company, you should contact that company directly.

You should be aware that if you subsequently give any personal information to another company, the uses to which that information may be put will be determined by that company's privacy policy. Our policy will no longer apply.

If you are a Nildram Ltd customer, you may at any time change your mind about receiving information from us or other companies. If you initially chose to receive such information, and subsequently decide that you no longer wish to receive information about either our products and services or those of other companies, you can notify us via the contact details provided on our Web site.

## Processing of information outside the EEA

We may also share the information which you provide with our group companies or carefully selected affiliates or third parties for administration, data storage, processing or marketing purposes. You acknowledge that the companies receiving your information may be located outside the EEA in countries which do not have the same standards of protection for personal data as the UK. By

entering a contract with us you agree to such transfer and use of your personal data.

## Agents and contractors

If you choose during registration to receive information about other products and services (ours and/or those of other companies), your personal information may sometimes be shared with Nildram Ltd's or those third parties' contractors or agents to provide you with that information.

## Use of Cookies

A "cookie" is a piece of information, like a tag, which some Websites create on your PC. Our cookies allocate each user of this Website with a random number. This procedure does not entail the collection of any personal information. Our cookies will not be used to analyse your visits to other Websites or track any internet searches you may undertake whilst on this Website.

We use two types of cookies on this Website. Both are used to provide you with the best possible online experience. The first cookie is allocated to your PC and allows us to identify which type of Nildram Ltd internet access product you are using. We can then provide you with the appropriate details of your chosen product such as the relevant helpdesk details. This cookie also makes movement around the Website faster. These cookies can be manually deleted from your PC after each session.

We only use the second type of cookie if you select "Remember Me" when you log-on to this Website. This cookie allows us to:

- limit the frequency with which you will see particular advertisements or announcements on the Website;
- identify your defaults if you have set up a customised homepage;
- keep track of how many times you do specific things while using the Website, without identifying you personally;
- track where you have come from if you were referred to our Website; & provide you with self-help information; and
- identify you when you log-on to the Website.

Agents of Nildram Ltd, which assist in the serving, and targeting of advertisements, promotions and other marketing messages may also use cookies to collect non-personal data.

## What if I don't want to accept cookies?

Your browser lets you choose whether to accept, not to accept or to be warned before accepting cookies. These settings can be found in the advanced preferences -

**In Internet Explorer select:** Tools menu/Internet options/Security/Custom Level

**In Netscape 4.x select:** Edit menu/Preferences/Advanced

## Updating and amending your personal information

As a Nildram Ltd customer purchasing services from our Nildram brand, you have control over the accuracy of your personal information. If, at any time, you wish to verify, update or amend the personal information you have provided, you can do so online by clicking on "My Controls", then under the sub-heading "My Account details", selecting "Change details". For our lobsterpot brand use the contact information on their Web sites.

## Third party sites

Our privacy policy does not apply to third party sites that you may access from this Website. We recommend you familiarise yourself with the applicable privacy policy before entering any personal information on a third party site.

## Security

We have implemented security measures to ensure that your personal information is protected. Your password is stored in an encrypted format. Information you provide to us on registration

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(including credit card details) is protected using encryption whenever it is transmitted over the internet. In addition, we use a firewall to prevent third parties from accessing your personal information and other physical measures to prevent Nildram Ltd customers from accessing the personal information of other Nildram Ltd customers.

### **Changes to Privacy Policy**

We recognise the importance of privacy to our customers and visitors and intend to remain at the forefront of industry developments in this area. We will keep this policy under review and any changes made from time to time will be posted on this Website.

### **Consent**

By disclosing your personal information to us or, if you have already registered, by continuing as a Nildram Ltd customer, you give your consent to the collection, storage, processing and use of your personal information by us as described in this privacy policy.