



Data Protection & Security Policy

The following provides details about our Privacy Policy.

CompleiT treats your privacy seriously. We use the personal information that we collect from you in accordance with this Privacy Policy. We are subject to the data protection legislation and are registered with the Information Commissioner's Office.

Who we are

'CompleiT', 'We' or 'we' (means CompleiT Ltd ("CompleiT")) .

The services covered by this policy

This Policy only applies to web sites provided by CompleiT which comprise the CompleiT service located at <http://www.CompleiT.co.uk> and the web application DrivinTime® located at <http://www.drivintime.co.uk> .

What we mean by personal information

When we refer to personal information in this Policy, we mean information that can identify you as an individual or is capable of doing so. By personal information we don't mean general, statistical, aggregated or anonymised information.

Consent

Your use of our services signifies your consent to us collecting and using personal information about you as specified below in accordance with this Policy. Should we choose to change our Policy for any reason; the changes will be notified in writing to our customers and also updated on our portal, so that you are always kept informed of how we collect and use your personal information, and when we may disclose it.

How we collect information about you

You may provide personal information when communicating with us. (i.e. when you fill out an online registration form to become a customer of CompleiT).

You may order a product or a service and give your name, e-mail address, delivery address, credit or debit card number and expiry date so that the order can be processed and your products (or services where appropriate) delivered to you.

It may be that you provide to us details of credit or debit cards or bank accounts in order to make payments to us. Any such information ("confidential financial information") will be used only for the specific purpose for which it was provided.

How we use your information

We may use your information to confirm that your orders have been received, to validate you as a registered customer when using our services and calling our help desk, to prevent and detect criminal activity, fraud and misuse of or damage to our services or networks, to prosecute those responsible and to contact you to invite you to form part of our consumer panel or research groups.

We may use personal information collected about you to contact you by post, phone and electronic mail about your usage of our systems..

Other information we may collect

We may collect network or traffic data related to your use and access to our services. Such data would include - but not be limited to - time spent using our services. This information is used for service benefit purposes.

We may also use some of this information for research, segmentation of our customer base, marketing our services and to understand and keep you informed about what is the best Internet access package for you according to your use of our services.

We also collect information from visitors to our websites and registered customers to help us improve the websites and services that we make available. The type of information collected includes how many visitors visit our web sites, how many customers log in, when they visited,

for how long and which areas of our services. This information allows us to continuously improve our services and develop them.

The information we collect from visitors to our websites who are not registered users is anonymous and does not include personal information that allows us to identify you as an individual. However, if you are a CompleiT customer, the information collected from our websites is not anonymous and CompleiT may use this information along with your preferences to tailor content and services.

How long do we keep your information

The periods we keep your information can vary according to the use given to the information. Unless there is a specific legal requirement to keep your information we will not keep it for longer than necessary for the purposes for which the data was collected or for which it is to be further processed.

Disclosing your information to third parties

CompleiT reserves the right to access and disclose individually identifiable information to comply with applicable laws, regulations and lawful government requests, to operate its systems properly or to protect itself or its users or solve any customer disputes.

We do not provide any information, data or statistics to any unauthorised third party.

How we protect your information

When you review your account information, CompleiT offers the use of a secure server. The secure server software encrypts the information that you input before it is transmitted to us. In addition, we have strict security procedures covering the storage and disclosure of your information in order to prevent unauthorised access and to comply with the Data Protection Act 1998. This means that sometimes we may ask you for proof of identity before disclosing any personal information to you.

How to find out what personal information we hold about you

If you want to know what personal information we hold about you and how it is processed, please follow these steps:

(a) If you would like an application form or more information on how to make a subject access request, please write to us at the address below.

Please note that we will require your contact details in order to respond to your enquiry, however, this information will not be used for any other purposes.

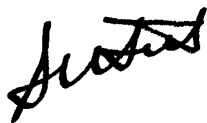
(b) Enclose a cheque for £10 to payable to CompleiT Ltd.

(c) If you want specific information, please tell us, because this will speed up our reply. Please also give us any relevant details to help us find the information you're looking for.

Customer feedback

You'll be pleased to learn that we take all your feedback and complaints seriously. If you'd like to ask us about the way we use your data, or like to make any amendments to the information we hold about you, contact us.

These pages were revised 27 February 2009 and are subject to copyright © CompleiT.



David L. Hill
Director