

Privacy Statement

Timico Limited ("Timico"), Beacon Hill Park, Newark, Nottinghamshire, NG24 2TN is committed to protecting your privacy. This Statement applies to all the Timico family of web sites and governs data collection and usage at all Timico sites and services; it does not apply to other online or offline sites, products or services.

Timico has a general audience web site, intended primarily for business users. Personal information of all users may be collected, used and disclosed as described in accordance with this Privacy Statement.

1. Collection of Personal Information

On some web site pages, Timico may collect personal information, such as e-mail addresses, name, home or work address or telephone number. Timico may also collect demographic information, such as your postcode, age, gender, preferences, interests and favorites. Information collected by Timico may be combined with information obtained from other services and other companies.

When a Client chooses to sign up for a paid subscription service (such as Internet Access), Timico may collect additional personal information, including your credit card number and billing address, in order to create a billing account. Clients can always add to or update the information in the billing account through the account manager or relevant customer service team.

Timico may also collect certain information about your computer hardware and software. This information may include: your IP address, browser type, domain names, access times and referring web site addresses. Timico uses this information for the operation of the service, to maintain quality of the service, and to provide general statistics regarding use of Timico's products and services.

Timico may keep track of the pages our customers visit within the web site, in order to determine what services are the most popular. This data may also be used by Timico to deliver customized content and advertising to customers whose behaviour indicates that they are interested in a particular subject area.

Timico encourages Clients to review the privacy statements of other third party web sites so that Clients understand how those web sites collect, use and share your information. Timico is not responsible for the privacy statements or other content on web sites outside of the Timico family of web sites.

2. Use of Personal Information

Timico may collect and use your personal information to operate and deliver the services you have requested. Timico does not collect or use and so cannot disclose any sensitive personal information, such as race, religion, or political affiliations, nor will Timico ever commence to so collect without our Clients express written consent.

Timico may use personal information to inform Clients of other products or services available from Timico and its affiliates. Timico may also contact you via surveys to conduct research about your opinion of services or of potential new services that may be offered.



Timico does not sell; rent or lease customer lists to third parties. Timico may, from time to time, contact you on behalf of external business partners about a particular offering that may be of interest to you. In such cases, your personal information (e-mail, name, address, telephone number) is not transferred to any third party.

Certain Timico services may be co-branded and offered in conjunction with another company. If you register for or use such services, both Timico and the other company may receive information collected in conjunction with the co-branded services. In such cases, either a joint privacy statement or a link to the other company's privacy statement will be provided, which will provide information about how the other company will use the information and contact details given for the other company.

Timico occasionally hire other companies to provide limited services on our behalf, such as handling the processing and delivery of mailings, provide certain types of support, processing transactions, or performing statistical analysis of our services. Timico will only provide those companies the personal information they need to deliver the service. Any such other companies are required to maintain the confidentiality of information and are prohibited from using that information for any other purpose.

Timico may access and/or disclose personal information if required to do so by law or in the good faith belief that such action is necessary to:

- (a) Conform to the edicts of the law or comply with legal process served on the site;
- (b) Protect and defend the rights or property of Timico, including the Timico family of Web sites; or
- (c) Act under exigent circumstances to protect the personal safety of users of Timico' services or members of the public.

3. Control your Personal Information

There are some Timico services, including Internet Access and webmail that may send out periodic e-mails informing Clients of technical service issues, product surveys, new feature announcements or other news about Timico' products and services. Clients will not be able to unsubscribe to these mailings, as they are considered a part of the service you have chosen.

4. Security of Personal Information

Timico is committed to protecting the security of personal information and uses a variety of security technologies and procedures to help protect personal information from unauthorised access, use, or disclosure. For example, we may store personal information on computer systems with limited access, or that are located in controlled facilities. When Timico transmits highly confidential information (such as a credit card number) over the Internet, we protect it through the use of encryption, such as the Secure Socket Layer (SSL) protocol.



5. Use of Cookies

Timico may use "cookies" to help personalize online experiences. A cookie is a text file that is placed onto the Clients hard disk by a Web page server. Cookies cannot be used to run programs or deliver viruses to a computer. Cookies are uniquely assigned, and can only be read by a web server in the domain that issued the cookie.

One of the primary purposes of cookies is to provide a convenience feature to save time. For example, it may assist in personalising Timico pages, or to register for Timico services, a cookie may help Timico recall specific information on subsequent visits. This simplifies the process of recording personal information, such as billing addresses, shipping addresses, and so on. When a Client returns to Timico' web site, the information previously provided might be retrieved, so that the Client can easily use the features that as previously customised.

If and when we use cookies, Clients have the ability to accept or decline cookies. Most Web browsers automatically accept cookies, but Clients can usually modify browser setting to decline cookies if preferred. Clients, who choose to decline cookies, may not be able to fully experience interactive features of the Timico web sites visited.

6. Use of Web Beacons

Timico web pages may also contain electronic images known as web beacons - sometimes called single-pixel gifs - that allow Timico to count users who have visited those pages or to deliver co-branded services. Timico may include web beacons in promotional e-mail messages or Timico newsletters in order to count how many messages have been opened and acted upon. Web beacons are not used to access personal information on the Timico web sites or services; they are a technique used to compile aggregated statistics about Timico web site usage.

Web beacons collect only a very limited set of information including a cookie number, time and date of a page view, and a description of the page on which the web beacon resides. Timico web pages may also contain web beacons placed there by third parties to help determine the effectiveness of joint promotional or other advertising campaigns.

7. Use of Third Party Ad Networks

Timico displays the majority of the online banner advertisements you may see on Timico web pages.

In addition, Timico Internet may allow other companies, called third-party ad servers or ad networks, to display advertisements on Timico web pages. Some of these ad networks may place a cookie on your computer. Doing this allows the ad network to recognize computers each time they send an online advertisement. In this way, ad networks may compile information about where Clients, or those who use a Clients computer, saw their advertisements and determine which ads are clicked on. This information allows an ad network to deliver targeted advertisements that they believe will be of interest.

8. Changes to this Statement

Timico will occasionally update this Privacy Statement to reflect company and Client feedback. If there are material changes to this Statement or in how Timico use personal information, Timico will post such changes prior to implementing the change. Timico encourages periodic review of this Statement to stay informed of how Timico is protecting your information.

Questions concerning this Statement? Email: customer.services@timico.co.uk

