



BNS Privacy Policy

This policy is in addition to and with compliance with the Data Protection Act

BNS (including BNS group of companies) is committed to respecting your privacy and to complying with applicable data protection and privacy laws.

BNS have provided this Privacy Policy Statement to help you understand how we collect, use and protect your information when you contact us and when you generally use our products and services. We wish to help you make informed decisions, so please take a few moments to read the sections below and learn how we may use your personal information.

You should read this notice in conjunction with the terms and conditions or other product/service and your contract.

Personal Information Collection

The type of personal information we may collect could include, for example your name and postal address, date of birth, gender, telephone and fax numbers, email address, and credit/debit card information; lifestyle and other information collected on registration or through surveys. If you choose to provide us with personal information it will be used in support of the intended purposes stated at the time at which it was collected and subject to any preferences indicated by you.

Non personally identifying information

BNS may also collect non-personally identifying information about your visit to our website. This information may include the pages you browse and products and services viewed or ordered for example. This helps us to better manage and develop our sites, to provide you with a more enjoyable, customised service and experience in the future, and to help us develop and deliver better products and services tailored to your individual interests and needs.

We may store information about you in a cookie (a small file that is sent by our web server to your computer), which we can access when you make return visits to our website. Sending cookies is usual practice for any website that needs to remember what its users' preferences are and we use cookies to keep track of your choices and of any orders you place through our website.

If you want to delete any cookies that are already on your computer, please refer to the instructions for your file management software to locate the file or directory that cookies are stored in. If you want to stop cookies being stored on your computer in the future, please refer to your browser manufacturer's instructions by clicking "Help" in your browser menu. Further information about deleting or controlling cookies is available at www.aboutcookies.org

How will we use your information?

BNS may use your information for a number of purposes which include: processing your orders and managing and administering your account; delivering any services, products or information requested by you; responding to complaints or account queries; administering debt recoveries; verifying your identity when required (you may lose your password or security information for example, and we may then need to ask you for other 'identifiable' information to protect your data from unauthorised access).

You acknowledge that by providing data to us, you consent to the processing of your data in accordance to this Privacy Policy Statement.

When will we disclose your information to others?

BNS may disclose information about you, your account and your mobile phone to (i) companies within the BNS Group for the purpose and subject to the terms of this Privacy Policy Statement; and (ii) in the event that we undergo re-organisation or are sold to a third party, in which case you agree that any personal information we hold about you may be transferred to that re-organised entity or third party for the purposes and subject to the terms of this Privacy Policy Statement.

Please note that BNS does not sell or pass your personal information to third parties (other than those set out in the paragraph above) unless you have given us permission or unless it is necessary to deliver the products and services ordered or used by you. For example we may disclose your data to a credit card company to validate your credit card details and obtain payment when you buy a phone or other product or service. It may also be necessary to pass your data to the organisation from whom you have ordered any products or services.

BNS may also be obliged to disclose your personal information to meet any legal or regulatory requirements or obligations in accordance with applicable law.

Access to your Information

You can write to us at any time to obtain details of the information we may hold about you. Please write to Data Protection Officer, BNS Telecom, Telecom House, Princess Way, Low Prudhoe, NE42 6NJ.

Please quote your name and address together with your mobile and/or account number. We would be grateful if you could also provide brief details of what information you want a copy of (this helps us to more readily locate your data).

BNS will take all responsible steps to confirm your identity before providing you with details of any personal information we may hold about you.

* We may charge £10 to cover the administration costs involved.

Information Security

BNS recognises that its customers are increasingly concerned about how companies protect personal information from misuse and abuse and about privacy in general. BNS is constantly reviewing and enhancing its technical, physical and managerial procedures and rules to protect your personal data from unauthorised access, accidental loss and/or destruction.

Please be aware that communications over the internet, such as e-mails/web mails, are not secure unless they have been encrypted. Your communications may route through a number of countries before being delivered – this is the nature of World Wide Web/Internet. BNS cannot accept responsibility for any unauthorised access or loss of personal information that is beyond our control.

Privacy Support

BNS reserves the right to amend or modify this Privacy Policy Statement at any time and in response to changes in applicable data protection and privacy legislation.

Monitoring and/or Recording of your communications

Monitoring or recording of your calls, emails, text messages and other communications may take place in accordance with UK Law and in particular for business purposes, such as for quality and training, to prevent unauthorized use of BNS telecommunication systems, web and WAP sites, to ensure effective systems operations and in order to prevent or detect crime. Please visit the following websites for further information.

www.dataprotection.gov.uk

www.dti.gov.uk