

Version 1.1 Replaces all previous versions

1. PRIVACY POLICY PURPOSE

Our-Tech-Team wants you to feel confident about the privacy and security of the information you share with us and entrust to us. This document sets out our policies for ensuring information about you is kept confidential.

2. WHO ARE WE?

Our-Tech-Team is a trading name of eLogistics (GB) Limited. Our company is engaged in providing a range of services related to Information Technology which include, consultancy, software development, software testing, systems integration, managed servers, web management, IT security, IT support, software application, business process analysis, business process outsourcing.

During our engagement with clients we necessarily collect and process confidential information which we both respect and protect.

3. WHY DO WE HAVE A PRIVACY POLICY

This policy has been developed so that we can be clear about our commitments to you and confident that we have procedures in place to keep them good. eLogistics (GB) Limited is registered under the UK Data Protection Act 1988 and we take all reasonable care to protect your personal information from unauthorised access. By 'personal information' we mean any information which identifies you as an individual, or is capable of doing so.

Please read this Privacy Policy Carefully. If you are using any of eLogistics (GB) Limited's services or visiting our web sites, by continuing to do so, you indicate your agreement to our use of your personal information as stated in this privacy policy.

4. WHAT DOES THIS POLICY COVER?

This policy applies only to how OTT deals with your personal information. It does not apply to any other company or website even if accessed through OTT. If you disclose information to other companies your information will be dealt with according to their privacy policies. If, for example, you disclose information to WorldPay for the purpose of settling your payment to OTT your data will not be seen by OTT and will not be treated according to this policy but rather by the privacy policy of WorldPay.

5. WHAT PERSONAL INFORMATION DO WE COLLECT AND WHEN WILL WE COLLECT IT?

We may ask you for information to enable us to provide a service to you and we collect this information by telephone, through chat sessions, by email or via a website. We may ask you for information including your name, address(es), contact telephone numbers, computer IP address and email address. We may also ask you for other information that relates to the service you are using or ordering. We may also ask you for information that we cannot see or access on behalf of secure payment partners including, WorldPay and PayPal, that enables you to pay us for your service purchase.

- We will collect and retain records of connections made by you or on your behalf to and from our servers, in some cases this may form the basis for charging.
- We will collect and retain records for the purposes of prevention of internet abuse.
- We have information about your use of our services including dates, times and duration of use, volumes of data transferred that is used to help us manage our services and business.
- If you participate in promotional offers we may collect information as a condition or qualification for the offer.
- We may ask you for information that helps us to improve our services.
- We may collect information about your use of and behaviour on our website to help us make improvements.

We do not use this information to:

- Identify individuals visiting our website; or
- Analyse your activity on other websites; or track any internet search activity whilst connected to our website.

6. WHAT PERSONAL INFORMATION MIGHT WE SHARE?

We may share your personal information with other companies so that they can contact you with details of other products or services you may be interested in. We will only do this if you have agreed to this and where the companies agree to use your personal information for that purpose only. If you have agreed to receive information about products and services from another company and later decide not to you will need to contact that company yourself to let them know. You can of course ask us not to continue to provide your personal information to any more companies in future.

We may provide information, in response to properly made requests, for the purposes of the prevention and detection of crime, and the apprehension or prosecution of offenders. We

may also provide information for the purpose of safeguarding national security. In either case we do so in accordance with the Data Protection Act. We also provide information when required to do so by law, for example under a court order, or in response to properly made demands, under powers contained in legislation.

If there is a change (or prospective change) in the ownership of eLogistics (GB) Limited or any of its assets, we may disclose personal information to the new (or prospective) owner. If we do so, we will require them to keep it confidential.

If you believe the personal information we hold on your is incorrect you may amend it by following the procedure set out below in "How can I change the personal information OTT holds about me?"

7. FOR HOW LONG WILL OTT KEEP PERSONAL DATA?

The time period for which we keep information varies according to what the information is used for. In some cases, there are legal requirements to keep data for a minimum period.

Unless there is a specific legal requirement for us to keep the information, we will retain it for no longer than is necessary for the purposes for which the data was collected or for which it is to be further processed.

8. HOW DO WE PROTECT YOUR DATA WHEN IT IS TRANSFERRED OUTSIDE EUROPE?

Countries in the European Economic Area (EEA) are required to have a similar standard of protection of personal data but this is not always the case in countries outside of the EEA. We do sometimes transfer data outside the EEA but before doing so take steps to ensure that your data will be given adequate protection as required by the Data Protection Act.

9. HOW CAN I FIND OUT WHAT PERSONAL INFORMATION OTT HOLDS ABOUT ME?

If you want specific information ie:

- copies of fault reports
- copy invoices

Then you must contact Customer Services.

If you are asking for a full subject access request, then put your request in writing, enclosing a cheque for £10 made payable to eLogistics (GB) Limited and send to The Enterprise Centre, PO Box 656, Woolpit, Bury St Edmunds IP30 9WR

You will also need to provide the following information so that we can process your request:

- The relevant contract number/s
- The relevant telephone number/s
- The relevant address/s
- The date and time if requesting a call or chat session recording? (*see also note below*)

If you have any information such as reference numbers, dates and times of contact then please include them in your request.

(OTT does record some calls for Quality and Training purposes. However, not all calls are recorded. Calls are only held for a short period of time. If you want a call recording it is essential that you provide the information requested above, otherwise we will not be able to proceed with your request).

Once we have all the relevant information we will process your request within the 40 day time limit allowed under the terms of The Data Protection Act.

10. HOW CAN I CHANGE THE PERSONAL INFORMATION OTT HOLDS ABOUT ME?

If the information we hold about you is inaccurate, please let us know and we will make the necessary amendments and confirm that these have been made.

11. HOW DO WE PROTECT YOUR PERSONAL INFORMATION?

We are serious about guarding the security of your personal information and the details of any transactions made. We take appropriate organisational and technical security measures to protect your data against unauthorised disclosure or processing. We use a secure server to store the information you give us when you register or make an order (as do our secure payment partners with your credit card details and your password). Any personal data you send us on-line is securely encrypted.

Please note that your username and password is a sensitive piece of information, which can be used with your email address to find out information about your use of OTT's services. Please be sure to keep this information safe, and do not share it with others. For access to information such as billing and some business account and ordering services, extra proof of identity and authorisation may be needed.

12. HOW CAN I FIND OUT ABOUT CHANGES IN OTT'S PRIVACY POLICY?

We may change our privacy policy from time to time. New policies will be published on our web sites.

13. DOES OTT'S PRIVACY POLICY COVER ME WHEN I USE THE OTT WEBSITE?

OTT's privacy policy also applies to information collected when you use any of our websites. You do not have to register to access most areas of our website. However, if you provide information via the "contact us" or any of the other interactive features, you indicate your consent to our use of your personal data in the manner described in this privacy policy.

- If you do register on our website, we may ask you to provide personal details such as name, address, e-mail address, telephone number and, where appropriate, account number. We also ask you to choose a password, and to complete a password security question and answer, in case you forget your password for any reason.
- Once you have registered on our websites, we may keep a record of your use of any of the services made available via that particular website. (Please see "When does OTT use cookies" below for more information on how we do this).
- If you choose not to register with us and only browse our website, we may gather information to help make your visit to our website more satisfying. However, this information will not identify you personally. (Please see "When does OTT use cookies" below for more information on how we do this).
- If you do not wish to register, you will still be able to use and order some of the services offered via our website. We will only ask you to provide such information as necessary to enable us to carry out the transaction in question. We will not use that information for any other purpose. You should note that some services are only available if you register on the website first.

If you have registered for any of the services available through our websites you may choose to cancel that registration at any time. You can do this by terminating the contract in accordance with its conditions.

Over and above what OTT does to safeguard your privacy and security on-line, there are a number of things you can do to protect yourself from Internet fraud:

- Choose a password (letters and digits) you can remember but others will not guess, change it regularly and, if you do write it down, keep it somewhere safe and secure.
- When you have finished your session on our website, make sure you prevent your details being seen by anyone that you do not wish them to see. So, if you have registered and logged in, remember to log off.
- Clear any cache so there is no record of any transactions left on screen - both Netscape and Internet Explorer let you do this.
- We also recommend you then close your browser so any history of the session is cleared.
- We collect information from visitors to our website to help us to make improvements to the websites and to the services we make available. We know, for instance, how many visitors there are, when they visited, for how long and to which areas of our website they went. We may share this information with our advertisers and to other companies which offer their goods or services on our website. It helps to show these organisations how effective our website is as sales channels for their products. You or any other individual cannot be identified from the information we share as the data is aggregated and anonymised.

We do not use this information to:

- Identify individuals visiting our website; or
- Analyse your visits to any other websites (except that we do track you if you go to websites carrying our banner, but we do not identify personal details while we do this); or
- Track any Internet searches which you may make while on our website.

14. WHEN DO WE USE COOKIES?

A "cookie" is a text file which is allocated by our server to your personal computer (PC) when you visit our website. If you want to know more about cookies please go to www.allaboutcookies.org which explains how cookies work and how you can manage their use. We use "cookies" to collect information from visitors to our websites and registered customers.

Our servers use two different types of cookies. The first type is known as a "session-based" cookie and is allocated to your PC only for the duration of your visit to our website. It helps you to move around the website faster. This cookie automatically expires when you close down your browser.

The second type of cookie known as a "persistent" cookie is allocated to your PC only if you agree by selecting the "Remember me" function. This cookie, if chosen, will remain on your PC for a period of time.

This cookie allows us to:

- Welcome you as an individual when you log on to our website
- Limit how often you see particular advertisements or announcements on our website
- Identify your defaults if you have set up a customised homepage
- Provide you with relevant self-help information
- Track where you have come from if you have come to our website from another website
- Track how many times you visit a page or advertisement

We do not store information regarding your account or payment details in the cookie, and this information cannot be accessed using it. OTT's cookies do not collect any information regarding the use of your PC or your Internet browsing in any way.

Please note that as the cookie is based on your PC, we will not find it if you visit our websites using a different PC to the one you registered on.

15. HOW TO DISABLE COOKIES?

All types of cookies can be removed from your PC but there may be some deterioration in the service you receive (for example, you may receive many pop up boxes containing the same advertisements or you may not be able to access a page you earlier personalised). 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 6 select: Tools menu / Internet options / Privacy

In Netscape 7.1 select: Edit menu / Preferences / Privacy and Security / Cookies

In Firefox select: Tools menu / Options / Privacy / Cookies

For removing the "Remember me" cookie, just unpick the box when you sign in.

16. ARE THIRD PARTY SITES COVERED BY THIS POLICY?

Third party Internet sites that you can link to from OTT's websites are not covered by our privacy policy, so we urge you to be careful when you enter any personal information online. OTT accepts no responsibility or liability for these sites.

Other companies which advertise or offer their products or services on our website may also allocate cookies to your PC. The types of cookies they use and how they use the information generated by them will be governed by their own privacy policies and not ours.