

Privacy policy

1. Introduction

- 1.1 We are committed to safeguarding the privacy of our website visitors; in this policy we explain how we will treat any of your information.
- 1.2 We will ask you to consent to our use of cookies in accordance with the terms of this policy when you visit our website, OR by using our website and agreeing to this policy, you consent to our use of cookies in accordance with the terms of this policy.

2. Credit

- 2.1 This document was created using a template from SEQ Legal (<http://www.seqlegal.com>).

3. Collecting personal information – Invo Solutions Limited is a Business-to-Business service provider and does not collect personal information

- 3.1 We may collect, store and use the following kinds of information:
 - (a) information about your computer and about your visits to and use of this website including your IP address, geographical location, browser type and version, operating system, referral source, length of visit, page views and website navigation;
 - (b) information that you provide to us when registering with our website including your email address;
 - (c) information that you provide to us for the purpose of subscribing to our email notifications and/or newsletters including your name and email address;
 - (d) information that you provide to us when using the services on our website, or that is generated in the course of the use of those services including the timing, frequency and pattern of service use;
 - (e) information relating to any purchases you make of our goods OR services OR goods and/or services or any other transactions that you enter into through our website(including your name, address, telephone number and email address;
 - (f) information contained in or relating to any communication that you send to us or send through our website including the communication content and metadata associated with the communication;
- 3.2 Before you disclose to us the personal information of another person, you must obtain that person's consent to both the disclosure and the processing of that personal information in accordance with this policy.

4. Using company information

4.1 Company information submitted to us through our website will be used for the purposes specified in this policy or on the relevant pages of the website.

4.2 We may use your company information to:

- (a) administer our website and business;
- (b) personalise our website for you;
- (c) enable your use of the services available on our website;
- (d) supply to you services purchased through our website;
- (e) send statements, invoices and payment reminders to you, and collect payments from you;
- (f) send you marketing commercial communications;
- (g) send you email notifications that you have specifically requested;
- (h) send you our email newsletter, if you have requested it you can inform us at any time if you no longer require the newsletter;
- (i) send you marketing communications relating to our business or the businesses of carefully-selected third parties which we think may be of interest to you, by post or, by email or similar technology you can inform us at any time if you no longer require marketing communications;
- (j) provide third parties with statistical information about our users but those third parties will not be able to identify any individual user from that information;
- (k) deal with enquiries and complaints made by or about you relating to our website;
- (l) keep our website secure and prevent fraud; and
- (m) verify compliance with the terms and conditions governing the use of our website.

4.3 If you submit company information for publication on our website, we will publish and otherwise use that information in accordance with the licence you grant to us.

4.4 Your privacy settings can be used to limit the publication of your information on our website, and can be adjusted using privacy controls on the website.

5. Amendments

5.1 We may update this policy from time to time by publishing a new version on our website.

5.2 We may notify you of changes to this policy [by email or through the private messaging system on our website].

6. Third party websites

6.1 Our website may include hyperlinks to, and details of, third party websites.

6.2 We have no control over, and are not responsible for, the privacy policies and practices of third parties.

7. Updating information

7.1 Please let us know if the company information that we may hold about your needs to be corrected or updated.

8. Cookies

8.1 Our website uses cookies.

8.2 A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.

8.3 Cookies may be either "persistent" cookies or "session" cookies: a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before the expiry date; a session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.

8.4 Cookies do not typically contain any information that personally identifies a user, but information that we store about you may be linked to the information stored in and obtained from cookies.

8.5 We use only session cookies OR only persistent cookies OR both session and persistent cookies on our website.

8.6 The names of the cookies that we use on our website, and the purposes for which they are used, are set out below:

(a) we use *cookies* to recognise a computer when a user visits our website OR track users as they navigate the website OR improve the website's usability OR administer the website OR prevent fraud and improve the security of the website OR [target advertisements which may be of particular interest to specific users] OR validate authenticated users sessions OR facilitate the use of our website search engine.

9.1 Most browsers allow you to refuse to accept cookies; for example:

(a) in Internet Explorer (version 11) you can block cookies using the cookie handling override settings available by clicking "Tools", "Internet Options", "Privacy" and then "Advanced";

- (b) in Firefox (version 44) you can block all cookies by clicking "Tools", "Options", "Privacy", selecting "Use custom settings for history" from the drop-down menu, and unticking "Accept cookies from sites"; and
- (c) in Chrome (version 48), you can block all cookies by accessing the "Customise and control" menu, and clicking "Settings", "Show advanced settings" and "Content settings", and then selecting "Block sites from setting any data" under the "Cookies" heading.

9.2 Blocking all cookies will have a negative impact upon the usability of many websites.

9.3 If you block cookies, you will not be able to use all the features on our website.

9.4 You can delete cookies already stored on your computer; for example:

- (a) in Internet Explorer (version 11), you must manually delete cookie files (you can find instructions for doing so at <http://windows.microsoft.com/en-gb/internet-explorer/delete-manage-cookies#ie=ie-11>);
- (b) in Firefox (version 44), you can delete cookies by clicking "Tools", "Options" and "Privacy", then selecting "Use custom settings for history" from the drop-down menu, clicking "Show Cookies", and then clicking "Remove All Cookies"; and
- (c) in Chrome (version 48), you can delete all cookies by accessing the "Customise and control" menu, and clicking "Settings", "Show advanced settings" and "Clear browsing data", and then selecting "Cookies and other site and plug-in data" before clicking "Clear browsing data".

9.5 Deleting cookies will have a negative impact on the usability of many websites.

10. Our details

10.1 This website is owned and operated by *Invo Solutions Limited*

10.2 We are registered in England and Wales under registration number 05657854, and our registered office is at *Normandy House, 305-309 High Street, Cheltenham, GL50 3HW.*

10.3 Our principal place of business is at *Normandy House, 305-309 High Street, Cheltenham, GL50 3HW.*

10.4 You can contact us:

- (a) by post, using the postal address;
- (b) using our website contact form;