

# Website privacy policy

## **360docubox.com Privacy Policy**

Last updated: May 2016

This website is brought to you by **RAPIDITEE B.V.**. We take the privacy of our website users very seriously. We ask that you read this Privacy Policy ('the Policy') carefully as it contains important information about how we will collect, use and handle information from and about you when you use our website and services.

For the purposes of the Data Protection Act 1998, **RAPIDITEE B.V.** ('we' or 'us') is the 'data controller' (i.e. the company who is responsible for, and controls the processing of, your personal data).

### **1. Personal data we may collect about you**

- 1.1 There are certain services you will only be able to access by registering with us. To register with us, you must provide us with at least your name, address, phone number, username, password, payment details [and date of birth]. You may have the opportunity to voluntarily provide additional information (such as [examples]) during registration or whenever you complete an online form in relation to the provision of our services. If you volunteer such information, you will be consenting to our processing it for the purpose of providing our services.
- 1.2 We may also obtain sensitive personal data about you (relating to health, religion, ethnicity, criminal record) if you volunteer it during the completion of an online form. If you volunteer such information, you will be consenting to our processing it for the purpose of providing our services.
- 1.3 We collect information from and about the devices you use to access our website and services. This includes things like IP addresses, the type of browser and device you use, the region and language settings on your device, the web page you visited before coming to our website or go to after our website and identifiers associated with your devices. Your devices (depending on their settings) may also transmit location information to us where you have given your consent.
- 1.4 We may monitor your use of this website and our services through the use of cookies and similar tracking devices. For example, we may monitor how many times you visit, which pages you go to, traffic data, location data and the originating domain name of a user's internet service provider. This information helps us to build a profile of our users. Some of this data will be aggregated or statistical, which means that we will not be able to identify you individually. For further information on our use of cookies, please see our Cookie policy.

### **2. How we use your personal data**

- 2.1 We will use your personal data for the purposes described in the Terms & Conditions of Service and the Website Terms of Use. These purposes include:
  - 2.1.1 to help us identify you and any accounts you hold with us;
  - 2.1.2 administration;
  - 2.1.3 research, statistical analysis and behavioural analysis;

- 2.1.4 customer profiling and analysing your purchasing preferences;
- 2.1.5 marketing—see 'Marketing and opting out', below;
- 2.1.6 fraud prevention and detection;
- 2.1.7 billing and order fulfilment;
- 2.1.8 credit scoring and credit checking—see 'Credit checking', below;
- 2.1.9 customising this website and its content to your particular preferences;
- 2.1.10 to notify you of any changes to this website or to our services that may affect you;
- 2.1.11 security vetting;
- 2.1.12 improving our services; and
- 2.1.13 any additional purposes for which personal data collected using cookies and other tracking devices might be used.

### **3. Marketing and opting out**

- 3.1 If you have given permission, we may share your personal data with organisations who are our business partners and we or they may contact you (unless you have asked us or them not to do so) by mail, telephone or email about products, services, promotions, special offers or charitable causes that may be of interest to you. If you prefer not to receive any direct marketing communications from us, you can opt out at any time. See further 'Your rights', below.

#### **3.2 Disclosure of your personal data**

We may disclose your personal data to:

- 3.2.1 other companies within our group
- 3.2.2 our agents and service providers;
- 3.2.3 credit reference agents—see 'Credit checking', below;
- 3.2.4 law enforcement agencies in connection with any investigation to help prevent unlawful activity;
- 3.2.5 our business partners in accordance with the 'Marketing and opting out' section above; and
- 3.2.6 official body involved in the administrative procedures we help you to deal with, such as the Driver and Vehicle Licensing Agency.

### **4. Keeping your data secure**

- 4.1 We will use technical and organisational measures to secure your personal data from accidental loss and from unauthorised access, use, alteration or disclosure, for example:

- 4.1.1 access to your account is controlled by a password and email address that are unique to you;
  - 4.1.2 we store your personal data on secure servers; and
  - 4.1.3 payment details are encrypted using SSL technology.
- 4.2 While we will use all reasonable efforts to safeguard your personal data, you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that are transferred from you or to you via the internet.
- 4.3 You are free to de-activate your account at any time using the website's functionality [within Settings]. If you deactivate your account your access will be removed from the website. However, we will retain this on our servers.
- 4.4 If you do not reactivate your account within [30] days of closing it, your information will be removed from our servers. You can reactivate your account within that [30] day period, and full content will be restored and you will be able to continue using our services. If you seek to return after this period, your information will have been removed from servers. We may retain information as required in order to comply with our legal or regulatory obligations, resolve disputes (including pending disputes) or enforce our agreements.

## **5. Monitoring**

- 5.1 We may monitor and record communications with you (such as telephone conversations and emails) for the purpose of quality assurance, training, fraud prevention and compliance.

## **6. Credit and anti-fraud checking**

- 6.1 To enable us and other companies in our group to make credit decisions about you and members of your household and for fraud prevention and money laundering purposes, we may search the files of credit reference and fraud prevention agencies (who will record the search). We may disclose information about how you conduct your account to such agencies and your information may be linked to records relating to other people living at the same address with whom you are financially linked. Other credit grantors may use this information to make credit decisions about you and the people with whom you are financially associated, as well as for fraud prevention, debtor tracing and money laundering purposes. If you provide false or inaccurate information and/or we suspect fraud, we will record this and shall be entitled to disclose such information to any competent authorities and/or as required by applicable law.

## **7. Information about other individuals**

- 7.1 If you give us information on behalf of someone else, you confirm that the other person has appointed you to act on his/her behalf and has agreed that you can:
- 7.1.1 give consent on his/her behalf to the processing of his/her personal data;
  - 7.1.2 receive on his/her behalf any data protection notices;
  - 7.1.3 give consent to the transfer of his/her personal data abroad; and
  - 7.1.4 give consent to the processing of his/her sensitive personal data.

## **8. Transfers of data out of the EEA**

8.1 The information you provide may be transferred to countries outside the European Economic Area ('EEA') that do not have similar protections in place regarding your data and restrictions on its use as set out in this policy. However, we will take steps to ensure adequate protections are in place to ensure the security of your information. The EEA comprises the EU member states plus Norway, Iceland and Liechtenstein. By submitting your information you consent to these transfers for the purposes specified above.

## **9. Your rights**

9.1 You have the right, subject to the payment of a small fee (10£) to request access to personal data that we may process about you. If you wish to exercise this right, you should:

9.1.1 put your request in writing;

9.1.2 include proof of your identity and address (eg a copy of your driving licence or passport, and a recent utility or credit card bill);

9.1.3 attach a cheque in the amount of £10 made payable to **RAPIDITEE B.V.**; and;

9.1.4 specify the personal data you want access to, including any account or reference numbers where applicable.

9.2 You have the right to require us to correct any inaccuracies in your data free of charge. If you wish to exercise this right, you should:

9.2.1 put your request in writing;

9.2.2 provide us with enough information to identify you (eg account number, username, registration details); and

9.2.3 specify the information that is incorrect and what it should be replaced with.

9.3 You also have the right to ask us to stop processing your personal data for direct marketing purposes. If you wish to exercise this right, you should:

9.3.1 put your request in writing (an email sent to [contact@360docubox.com](mailto:contact@360docubox.com) with a header that says 'Unsubscribe' is acceptable);

9.3.2 provide us with enough information to identify you (eg account number, username, registration details); and

9.3.3 if your objection is not to direct marketing in general, but to direct marketing by a particular channel (eg email or telephone), please specify the channel you are objecting to.

## **10. Our contact details**

10.1 We welcome your feedback and questions. If you wish to contact us, please send an email to [contact@360docubox.com](mailto:contact@360docubox.com) or you can write to us at **RAPIDITEE B.V. – 360docubox.com Customer Care Service - Van IJsendijkstraat 407 2e etage unit links, 1442LB Purmerend, The Netherlands** - or call us on 0808 189 4308. Our

registered office is located **Van IJsendijkstraat 407 2e etage unit links, 1442LB Purmerend, The Netherlands.**

- 10.2 We may change this privacy policy from time to time. You should check this policy occasionally to ensure you are aware of the most recent version that will apply each time you access this website.