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1. About this policy

This is the privacy policy of Sage (UK) Limited. It applies only to personal data as defined in s.1 of the 1998 Data Protection Act ("personal information" or "information") and not other types of business or general information. The policy tells you who we are, how we collect personal information about you through this website, what we intend to use that information for, with whom we intend to share it and how we keep it secure.

Please read the policy carefully. By accessing or using this website you are deemed to agree to the terms of this privacy policy, and if you do not agree with it, then you must not send us any personal information.

Note that if you follow a link from this site to another site, this policy will no longer apply. We are not responsible for other sites' information handling practices. Use of your information by the owner of the linked site will normally be governed by that site's privacy policy, which we encourage you to read.

Further information about privacy and data protection issues including the online Register of Data Controllers can be found on the Information Commissioner's website at <http://www.informationcommissioner.gov.uk>.

2. Who we are

We are Sage (UK) Limited, a company registered in England and Wales with company registration number 1045967. Our registered office is at North Park, Newcastle upon Tyne, NE13 9AA. Please see our Contact Us section for more information. If you have any queries about the information we hold on you, please contact our Data Protection Compliance Officer, Katie Slater, who you may write to at Sage, Number 4, Witan Way, Witney, Oxon, OX28 6FF, katie.slater@sage.com, or telephone on 01993 709 100.

We are entered in the Register of Data Controllers with registration no. Z5213410.

3. How we collect information from you

3.1. By registration

3.1.2. We collect information about you that you provide when you fill in any of the various online forms on the site, such as our 'Brochure request' or 'Book a Demo'.

3.1.3. We need you to give us certain information, which will be indicated on the form you are required to complete in order to request information. There is also the option for you to give us any other information that you think will be relevant, but you are under no obligation to do so.

3.2. Through traffic data and site statistics

3.2.1. We do keep a record of traffic data, which is logged automatically by our server, such as your IP address, the URLs visited before ours, and which pages are visited on the snowdropkcs.co.uk website.

3.2.2. We are not readily able to identify any individual from traffic data or site statistics.

3.3. By you contacting us by other methods other than the website

3.3.1 The website provides various telephone and fax numbers and email addresses for you to contact us.

We will collect information from you that you provide through any of these methods.

3.3.2 We may also collect other information you supply to us after your initial contact with us.

3.4. We may send you (or third parties may do so on our behalf) emails which contain clear gifs which tell us you have clicked on a link in the email. We use this information to target our marketing calls more carefully. If you do not want to receive clear gifs, please call us on 01993 862181 or e-mail snowdropkcs@sage.com to ask to receive plain text emails.

4. Security and storage of information

4.1. We will keep your information secure by taking appropriate technical and organisational measures against its unauthorised or unlawful processing and against its accidental loss, destruction or damage.

4.2. Please remember that normal Internet email is insecure.

4.3. We will store your information at least for the duration of any customer relationship we have with you, or as otherwise required by law (normally up to a maximum of 7 years for legal and tax reasons).

5. What your information is used for

5.1. If you buy software or services from us, we will use your information to fulfil your order and to provide you with the software or service you have requested.

5.2. If you request information we will use your data to send information out to you. If you do not require our products and services but wish to continue receiving updates on product/service developments, we will retain your data for this purpose. If you do not require our products and services and do not wish to receive updates, we will hold your information and mark as 'unsubscribe' to ensure you do not receive unsolicited mail. To request removal please call 01993 862181, or e-mail snowdropkcs@sage.com.

5.3. We will also use your information for marketing purposes and by providing your information to us you consent to such use (including use of your e-mail for marketing). If you do not want us to contact you for marketing purposes please let us know by calling 01993 862181, or e-mail snowdropkcs@sage.com.

5.4. If you do not object, we will use the information we hold on you to contact you for feedback on your use of our software and/or services and/or website.

5.5. We may use aggregated data about users of our site, sales patterns and other statistical data to improve our site, but it will not be possible to identify individuals from that aggregated data.

6. With whom we may share your information

6.1. We will not share your information with any other organisation except in the following circumstances.

6.1.1. We will share your information with another organisation to which we transfer, or are in discussions to transfer, our rights and obligations under our agreement with you.

6.1.2. We may share your information with another organisation that buys our company or our assets, or with another organisation from which we acquire a company or business, and in the course of any preceding negotiations with that organisation, which may or may not lead to a sale.

6.1.3. We may share your information with our funders or potential funders, such as our bank and with our professional advisers who have a reasonable need to see it.

6.1.4. We may share your information with any group companies of ours so that they can provide any products and services to you that you request.

6.1.5. We may, on occasion, share your information with carefully selected businesses so that they can send you details of other software-related products and services. Alternatively, we may on occasion use your information to send you details of the products and services of carefully selected businesses, which are complementary to our own products and services. If you do not want the information we hold on you to be used in this manner, you must contact us either by writing to Sage, or by e-mailing us at snowdropkcs@sage.com.

6.1.6. We may provide anonymous aggregated data to reputable third parties on a commercial basis.

6.1.7. We will give third party providers who supply services to us, or who process information on our behalf, incidental access to your information but will always take steps to ensure their security measures are adequate to protect your information.

6.1.8. We will disclose your information to enforcement authorities if asked to do so, or to a third party in the context of actual or threatened legal proceedings or if otherwise required to do so by law.

7. Your rights

- 7.1. You have a right to rectify any errors in information we hold about you, and to change or correct any details you have already given us. Please inform us about changes to your details so that we can keep our records accurate and up to date.
- 7.2. You also have a right to be removed from any mailing list we hold at any time, but you must first contact us either by writing to Sage, or e-mail snowdropkcs@sage.com
- 7.3. You have a right to see a copy of the information we hold about you on payment of a statutory fee, which is currently £10. Before we agree to this, you must provide with sufficient evidence of your identity and sufficient details of the information you wish to see to enable us to locate it.

8. Transfers outside Europe

- 8.1. We are obliged to satisfy ourselves before transferring your information to a country outside the EEA that it provides adequate protection for your data protection rights. The EEA comprises the EU countries and Norway, Iceland and Liechtenstein. Countries outside the EEA may not give the same level of protection to your information as those within the EEA.