

Privacy Policy



NewNet plc uses information collected from its customers and visitors to its website in order to monitor and improve the service offered to customers and to improve the online service. NewNet takes the privacy of its customers and visitors very seriously. This privacy policy provides details of the personal information that we collect about you and the ways in which we use this information.

What information do we collect?

NewNet plc collects personal information when you register as a customer with Newnet, through product enquiry and registration forms and when you email us with your details.

We also collect information about visitors to our web site including details of what was visited and when, where visitors come from and the type of software used. None of this data includes any information that would allow you or any other person to be identified

What will your personal information be used for?

If you are a customer of NewNet plc, we may use personal information to:

- Collect payment from you for NewNet provided services
- Check that you are a valid customer if you call the NewNet helpdesk. To assist in identifying you, you may be asked for personal details submitted as part of the registration process.
- Inform you about service related matters affecting your use of the Internet and any new features or services offered by the company.

Do we share your personal data with others?

NewNet will not disclose any personal information we keep about you or any other customers to third parties, except for companies within the NewNet group or where this is required for the provision of services.

We do make use of use of other companies to provide services to you to services to us. In order to provide these services, we may need to share your personal details with them. Where personal data is shared with other companies for the provision of services, they are required to meet the requirements of the Data Protection Act. We may provide information in response to properly made requests for the purpose of prevention and detection of crime and the prosecution of offenders or in the course of safeguarding national security. We may provide information if required to do so by law (such as a Court Order or where required by powers contained in legislation).

Please note: Customers requiring IP address allocations of 8 IPs or more will be registered with the RIPE database in accordance with RIPE regulations. IP record lookup will return the name of the user together with an email address for abuse contact.

Can I update my personal data?

All registered customers have access to the NewNet customer service database where they can check and, where necessary, update personal information. Customers should take steps to ensure that, from time to time, they visit the site at <https://orderform.co.uk> and check that their data is accurate.

How do we protect your personal information?

NewNet takes protection of your personal data seriously and takes all appropriate steps to safeguard your data against unauthorised access. We make use of a secure server when storing the information that you provide as part of online registration.

Please be aware that your access password is a sensitive piece of information and, in conjunction with your registered email address, can be used to access and change personal details and to read details of your transactions with the company. Please make sure that you keep access details secure and do not share these with others.

How can I find out about changes to the Privacy Policy?

Should there be any change to the NewNet privacy policy we will inform you of the changes via our web page (<http://www.newnet.co.uk/privacy/>) and where the changes apply to the holding of or sharing of personal data we will obtain your permission to do this.

How long do we keep personal data?

The period for which we store personal data will vary depending on what the information is used for. In some circumstances there are legal requirements that determine the length of time that we store data. Unless there are specific requirements to keep information, we will not store personal data longer than necessary for the purposes for which the data was collected.

Third party sites

Our privacy policy does not apply to third party sites that you may access from our website. We recommend that you check the privacy policies of those sites before entering any personal data into third party sites and pages.

Law Enforcement

NewNet stores information about users including usernames, circuit identifiers, IP addresses, email addresses etc. and may retain this information in accordance with requirements for business purposes and Data Retention. Stored information may be accessed and released in response to duly submitted requests by authorised law enforcement agencies.

NewNet's Data Protection registration includes the following statement of purpose: National security: retention of communications data for the purpose of safeguarding national security or for the purposes of prevention or detection of crime or the prosecution of offenders which may relate directly or indirectly to national security.

Consent

By disclosing your personal information to us or, if you have already registered, by continuing as a customer of NewNet plc, you give your consent to the collection, storage, processing and use of your personal information by us as described in this policy.

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