

# M4siz Limited Privacy Policy

M4siz Limited (also including its group activities of SpecifiedIT.co.uk, LVTXT.co.uk and Educational.com) will look after any information relating to you that we may collect. We adhere strictly to the requirements of the UK Data Protection Act 1998.

This policy describes how we may collect, use and look after the information you provide us with when you use our online services and when we provide you with our products and services. Please take a moment to read our Privacy Policy so you know what choices you have about the information we may ask you for. This policy may change from time to time so it's a good idea to come back and read through it again, from time to time.

## Information we collect

This is what we normally collect about you to help us provide you with our services, and improve them even more, where we can:

- Name, address, email, telephone number, payment details and service details
- Information on how you use our website to help us develop and improve our website, including details of your domain name and Internet Protocol (IP) address, operating system, browser version, cookie details, how long you stayed on a page, the route you took to navigate through the pages and the website that you visited prior to accessing our site.
- Other data, from time to time, to help us provide you with improved products and services, for example now and again we might ask you to fill in a questionnaire, just so you can let us know how we're doing.

We may supplement the information that you provide to us with information that we receive from third parties, for example, collected from other members of your household.

## Using your information

Collecting this information helps us better understand what you need from us. We use it to offer you products and services that we think will suit you down to the ground and attempt to improve your browsing and shopping experience with us. The main uses of your data are:

- To help provide your services.
- To provide access to privileged areas of the website.
- To administer contests and competitions and personalise your visit to our site.
- To enable us to review, develop and improve the products, services and special offers online.
- To occasionally carry out market research.
- To send you details of products, services, special offers and rewards that we think will be of interest to you. However, we hate junk mail as much as you do so it's up to you to decide whether or not you want to receive this information.

When you apply for or use M4siz Limited's products and services, you agree to M4siz Limited's Terms and Conditions. Our Terms and Conditions set out the purposes for which

M4siz Limited may use your personal information, and to whom it may be disclosed. Please refer to our [Terms and Conditions](#) for full details.

## **Disclosing your information**

Here's when we may provide information about you:

- To employees and agents of M4siz Limited to deal with any accounts, products and services provided to you by M4siz Limited or our group companies now or in the future.
- With your agreement, to other M4siz companies, whose products and services may be of interest to you.
- To search the files of a credit reference agency, which will keep a record of that search, when you apply for service. Additionally, details of how you conduct your account may also be disclosed to the agency. This information may be used by other organisations in assessing applications from you and members of your household.
- We may use aggregate information and statistics for the purposes of monitoring web site usage in order to help us develop the web site and our service and may provide such aggregate information to third parties for example content partners and advertisers. These statistics will not include information that can be used to identify any individual for example, '10,000 people clicked on an advertisement yesterday'.

We will not pass on your personal information to third parties except in accordance with this policy and our Terms and Conditions or where we are required by law to disclose that information.

## **Protecting your information**

Any information sent to us is encrypted (scrambled) using Secure Socket Layer (SSL) technology. This is industry standard encryption technology that protects your data whilst being sent over the internet from being intercepted and misused by third parties. When it reaches us, we then store it on a secure server so that it can only be read by authorised personnel. Although we make every effort to create a secure environment for your personal information, M4siz Limited cannot guarantee the safety of any personal information you transmit to M4siz Limited online

We will not ask you for your M4siz Limited identification and authentication passwords or PIN numbers in an unsolicited phone call or unsolicited email. You are responsible for keeping your password and PIN secure and you should not disclose them to anyone (unless you wish to authorise them to access your account and incur charges on your account).

## **Accessing your information**

You're welcome to ask us what information we have about you, any time you like. If you need us to send it to you, it'll cost £10 - that covers the cost of our administration. If any of the details are incorrect, let us know and we'll amend them right away. If you'd like us to send your information, you can write to our team at the address on the back of your bill, enclosing a cheque or postal order for £10 made payable to M4siz Limited Payments Limited.

## Marketing our products and services

We will automatically contact you with regard to your services, for example, with updates to your services, service disruption messages or bill payments.

We may also, subject to your consent, use your personal information to contact you with information about special offers and rewards. Additionally, we may, subject to your consent, disclose your personal information to other M4siz companies so that they can contact you with information about their products and services. But don't worry, your details won't be shared with companies outside the M4siz group for marketing purposes without your consent.

If you have given us the consent referred to above, then from time to time, we may contact you by mail, telephone, email, other electronic messaging services (such as text, voice, sound or image messages including using automated calling systems) or fax with information about our products and services (including discounts and special offers).

If you wish to receive information and offers from us and other M4siz companies, and you have not previously given us your consent, let us know by emailing our [Customer Care](#).

If you're already receiving information about special offers and rewards from us then don't worry, you don't need to do anything. We'll assume that you're happy to continue receiving information unless we hear from you.

However if you no longer wish to receive such information from us, please let us know by emailing [Customer Care](#) and write "unsubscribe" as the only text in the subject. Remember that if you say you do not wish to receive any promotional material from us, this will preclude you from receiving any of our special offers or promotions which may be of interest to you and we will not share your information with other M4siz companies for them to market to you. You can opt-out of receiving marketing information from other M4siz companies at any time by contacting them directly.

## Cookies

Cookies are small pieces of information stored by your internet browser on to your computer's hard drive. Like most website providers, M4siz Limited uses cookies to enable us to make a link between you and the information you have provided to our website and therefore provide you with personalised content so that we can give you a better experience when you return. Most web browsers automatically accept cookies, although you can choose not to. To ensure you get the best from our websites, we advise that users keep cookies active on their machine whilst visiting our website. You can manually disable and enable cookies on your PC. The process will depend on your browser and is usually part of your 'Security Settings'. However, if you disable cookies from your browser you will not be able to create a shopping basket or place an order on this site.

For further information about managing and disabling cookies, you can refer to your browser's help section or user guide. Alternatively, the Interactive Advertising Bureau has produced a series of web pages (see [www.allaboutcookies.org](http://www.allaboutcookies.org)) which explain to users how cookies work and can be managed.

## **Online advertising**

M4siz Limited uses targeting of advertising on its website.

This involves swapping standard advertisements and promotions for ones that are likely to be more relevant to you.

## **Links from this site to other sites**

Please be aware that our site may provide access to other web sites by linking to them. We are not responsible for the data policies (including data protection and cookies), content or security of these linked web sites.

## **Contacting us**

If you have any comments or queries concerning the website, please [contact us](#).

If you have any questions or concerns about our use of your personal information you should write to M4siz Limited's Group Compliance department at the address below.

Group Compliance  
M4siz Limited  
27 Old Gloucester  
London WC1N 3AX