

## CUSTOMER PRIVACY POLICY

This Customer Privacy Policy governs the collection and use of personal information relating to potential and existing customers of 1927 Media Ltd (08707014).

1927 Media Ltd is committed to abiding by this Customer Privacy Policy, as well as the requirements of applicable laws, in the operation of business. Please read this policy carefully as it explains the kinds of personal information we collect about you and how it is handled.

By your continued use of our services (including our web sites), you consent to the collection and use of your personal information for the purposes set out in this Customer Privacy Policy. In addition you agree that the information you have provided may be passed in its entirety to any associated sponsor of content you directly access who may contact you for legitimate business purposes relating to services and products applicable to companies delivering 'field service' or who has a 'mobile workforce.'

### COLLECTION AND USE OF PERSONAL INFORMATION

We will generally let you know at the time of collection how we intend to use your personal information. The only 'personal information' about you which we will ever collect is directly relevant to your job role. And is limited to your name. All other data we hold for you is related to your company and consists of job title, company telephone, company email address (which may also contain your name) number of mobile workers, and location. Although you may submit personal data such personal email address or telephone number, for our purposes all data submitted by you is considered relevant to your job function.

Your data will be stored for one year within our mailing list which is required for you to access the premium content, at which point you will be invited to re-confirm your subscription by email. It will also be stored in a master back up of our database. If you do not reconfirm your subscription all records of data relating to you will be deleted when the subscription lapses.

You will receive regular emails from us (no more than three per week), which will always be focused on the topic of Field Service. All email you receive will be from us we do not allow third parties to send mail to our subscribers.

If you access sponsored premium content either via the website or via email then your data submitted will be passed to the specific sponsor of that content who may then contact you for legitimate business purposes. All premium content that is sponsored will always be clearly labeled as being so and the sponsor will be expressly stated. From time to time, we may contact you for research purposes, or to tell you about our special offers and other services. If you use our web sites, we may also collect information about you or your computer when you browse to allow you to use the services available.

### PAYMENT PROCESSING:

For our premium subscription payment processing we utilize Stripe as our payment processor.

- Subscriptions are billed on a recurring annual basis.
- You will be notified 14 days prior to renewal to remind you should you wish to cancel your subscription.
- As access to all premium content is available instantly upon successful processing of your payment we do not offer refunds in standard situations where access has been provided.
- You can raise a request for refund within 14 days of payment if there has been a technical issue with delivery, and these will be addressed on a case by case basis. You can contact us to submit a refund request on [support@fieldservicenews.com](mailto:support@fieldservicenews.com)

For one off purchases for our additional courses and resources held within either our FSN Elite members section or from our catalogue, our payment processor is PayPal.

- Upon successful payment transaction you will receive instant access to the purchased resource.
- As access to all premium content is available instantly upon successful processing of your payment, we do not offer refunds in standard situations where access has been provided.
- You can raise a request for refund within 14 days of payment if there has been a technical

- issue with delivery, and these will be addressed on a case by case basis. You can contact us to submit a refund request on [support@fieldservicenews.com](mailto:support@fieldservicenews.com)
- 1927 Media Ltd does not store customer credit card details
  - You can also contact us via phone on +44 02070978741 or via mail 95 Hicks Avenue, Greenford, London, UB6 8HB, United Kingdom

## WEBSITE USAGE & COOKIES

If you are using our web sites, we will use your personal information to help you to log on to your account and into restricted areas of our web sites and to permit future use of the web sites. We may use your IP address to help diagnose problems with our server, or to administer our web sites. We may conduct analyses of user traffic to measure the use of our sites and to improve the content of our web sites and our services.

These analyses will be performed through the use of IP addresses and cookies. We also use cookies to enable the signing in process after you have registered with us and to provide you with more tailored information when you return to our web sites. A cookie is a piece of information that is stored on your computer's hard drive by your web browser. Most browsers accept cookies automatically, but usually you can alter the settings of your browser to prevent automatic acceptance. As our Content Delivery and Management System uses cookies to identify you and provide you with privileges relevant to your subscription tier you will not be able to access premium content with cookies disabled.

Most of the advertisements that you see on the web sites are generated by third parties who may use cookies to track viewing of their advertisements and for other purposes specified in their own privacy policies. We have no access to or control over these cookies (although we may use statistical information provided to us – not containing personal information – arising from these third party cookies to improve the targeting of advertisements to you and other users of the web sites). You can obtain further information about third party privacy policies or disable their cookies by visiting their web sites.

## COOKIES POLICY

Your use of our web site indicates your consent to the cookies described in this policy.

### WHAT ARE COOKIES?

A web cookie, a commonly used data collection technology, is simply a piece of text which can be placed on the browser of your personal computer or mobile device and subsequently read as you visit a web site. A cookie may be a session cookie, that is, a cookie that remains on your browser while you are logged on to a particular web site and then disappears when you close your browser, or it may be a persistent cookie, a cookie that remains on your browser over a period of time. Information from a cookie may be collected and used in aggregate form. Or data may be collected into an individual profile or record. That individual record may either be unique but anonymous, or the profile can be linked with information that identifies you as an individual.

You can learn more about cookies, generally, at [www.allaboutcookies.org](http://www.allaboutcookies.org)

### HOW DO WE USE COOKIES?

We may use cookies for a number of purposes:

1. We may use a limited number of cookies essential to particular services you have requested or for security purposes. A few areas of our sites use a cookie for a shopping cart function when you purchase services or offerings. In particular, if you have registered for a site or use a customerportal we may use a cookie to authenticate the pc or mobile device that you are using.
2. We allow third parties to set analytics, or performance, cookies to collect and report aggregate information. These cookies provide reporting to us on an aggregate basis and so, do not identify you at all. We use the aggregate reports to understand how our web sites are used and improve their usefulness to our audiences.
3. A number of cookies also support how our web sites function, identifying your pc or end device on a unique but anonymous basis. These cookies may, for example, remember your language preferences or recognize an individual's activity within a single session.
4. If you register for our site, we use a cookie to associate your presence with a specific user nameand password or account. We may use a persistent cookie to recognize you automatically each time you return, but only if you ask us to do so. We may also use cookies to prepopulate your login or forms you fill out on the site with information you have already provided.
5. Our Content Delivery and Management System, Hubspot, uses cookies to identify you and provide you with privileges relevant to your subscription tier you will not be able to access premium content with cookies disabled.
6. Some of sites may also allow third party ad servers to serve their own cookies to display advertising on our web sites. We do not determine, control or have access to their cookies. In addition, some of the ads they serve may generate their own cookies. We will list all cookies shortly so that you can review their privacy policies for more detail about their practices.

### HOW YOU CAN CONTROL COOKIES

The cookies we us are an accepted part of ecommerce and important to your use of our websites. Performance cookies allow us to understand our audiences as a whole and improve how our

sites meet your needs and expectations. Many the functional cookies are basic to how our sites and services work. The cookies we use for registration allow us to conduct our business online. Our sites and services, or parts of them, may not work properly without these cookies.

Your use of our websites indicates your consent to the cookies we have described in this Policy. But if you should wish to revoke that consent, or any part of it, at any time you may control cookies and third party ad targeting in the following ways.

## BROWSER CONTROLS

Most modern browsers offer you ways to control or block cookies. These browser controls will usually be found in the "options" or "preferences" menu. For more help, you may take a look at the "Help" settings or review these website for more details - <http://www.aboutcookies.org/Default.aspx?page=1>

## THIS PRIVACY POLICY

If our use of cookies changes, we will post the changes to this policy. Please check frequently as online data collection practices and our use of them continue to evolve. To contact us about this policy, you may email [administration@fieldservicenews.com](mailto:administration@fieldservicenews.com)

## THIRD PARTY

Neither 1927 Media Ltd nor any of our sponsors will disclose personal information about you internally and to any other additional non-listed third parties.

## EMAIL CAPTURE

As well as the Field Service News newsletter, 1927 Media Ltd may from time to time send updates about products and services relevant to field services. Your email address will not be given to 3rd parties accept for the clearly outlined specific sponsor of premium content who may contact you via email for legitimate business discussion specifically about your field service operations. All sponsored content will be clearly listed with the sponsor clearly identified alongside the button to access the content.

## DATA CAPTURE AT FSN EVENTS

At events hosted by Field Service News all attendees will have badges that contain a barcode. Exhibitors at these events will have access to scanning technology that allows them to scan attendee badges for data capture purposes so they can follow up with attendees with relevant information related to the attendees professional role. The information held as a registered attendee to any FSN event is strictly limited to the attendees professional role which will include Name, Job Title, Company, email address and work related telephone number. The exhibitor at all events must ask for prior consent before scanning an attendees badge. Attendee consent for an exhibitor scanning their badge is consent to this data being shared with the Exhibitor and for the Exhibitor to communicate further with the Attendee regarding areas of legitimate potential business interest to the Attendee in their professional role.

## MOBILE PHONE CAPTURE

1927 Media Ltd may from time to time contact you about this product and other relevant products and services. By providing your mobile number you consent to being contacted for such purposes by SMS as well as voice calls. Your mobile/cell number will not be given to 3rd parties accept for the clearly outlined sponsor of premium content who may contact you via email for legitimate business discussion specifically about your field service operations.

## **SECURITY OF PERSONAL INFORMATION**

We use administrative, technical, and physical measures to safeguard personal information against loss, theft and unauthorised uses, access or modifications. Certain areas of our web sites may be password protected. If you are a user of our web sites and have a password, you can help to preserve your privacy by ensuring that you do not share your password with anyone else.

We take steps to regularly validate the personal information we hold to ensure that the information is accurate and, where necessary, up to date. Information that is no longer required for any valid business

purpose, and that we are not required to keep pursuant to any applicable law, will be routinely destroyed by secure means.

## ACCESS TO PERSONAL INFORMATION

You may renew and update personal information that we hold about you by contacting us as detailed below.

## CONTACTING US

If you have any questions about this privacy policy, or wish to unsubscribe from 1927 Media Ltd (08707014) you can email [administration@fieldservicenews.com](mailto:administration@fieldservicenews.com) or write to the Data Protection Co-ordinator, 1927 Media Ltd, 95Hicks Avenue, London, UB6 8HB.

## CHANGES TO PRIVACY POLICY

We reserve the right to add to or amend this privacy policy at our sole discretion, without prior notice to you. Please review our privacy policy on a regular basis to make sure you have read the latest version and you understand what we do with your personal information. Your continued use of our services or our web sites following the posting of changes to these terms means that you consent to those changes.

**01/06/2021**