



By using this website you accept the terms of this privacy statement, the copyright statement and the terms and conditions on this website.

Our commitment to your privacy

This privacy statement explains how ArrowPoint Mail collects information from you via this website and how this information is then used. When you provide us with your personal data you are consenting to it being processed within the framework given below. Please read this privacy statement carefully to understand our processes and revisit this page occasionally as we reserve the right to update without prior notification. If you have any questions, comments or concerns about how we handle your personal information, please use our Contact Form to get in touch.

The information we collect

When you submit your details to us we may wish to know any of the criteria below:

- Your full name and job title
- Your company name
- Your business address
- Primary telephone number
- Where you heard about us

Not all of these are mandatory, but it may delay us getting in touch with you, or result in your details being deleted from our database

From time to time we may run competitions and promotions on the website. If you enter these, we may ask for additional details to allow us to administer the competition effectively and fairly.

You may also be required to provide data through via other channels, such as:

- Calls to our staff
- Online forms, email and letters

We may record calls to for quality and training purposes only. We will store calls for about three months and we will keep them confidential. In general, if you contact us, we will keep a record of your query for a reasonable time in case for future reference.

How we use the information we collect

We may use the information you provide to:

- Answer your queries
- Provide our services
- Update you on activities relating to our services
- Undertake research and surveys
- Gather other, relevant professional advice*

*as may be required by law or in connection with legal proceedings (including where we intend to take legal proceedings), or as may be necessary to establish, exercise or defend our legal rights.

There may be occasions where we would be required to submit your details to a third party in order to comply with UK legislation.

Keeping you informed

We will use your information to help you keep you informed of:

- Our services
- News relevant to our services
- Specific activities such as customer feedback surveys and competitions.

Requests for information

It is your right to request us to provide details of any information we may have about you. We reserve the right to charge a nominal fee for undertaking any request of this nature from you or the organisation you may represent, and to take up to 20 working days from receipt of payment arising from the request.

Protecting your personal information

We take appropriate technical measures to protect your personal information. We have security measures in place to make sure any information we collect is secure. Your account with ArrowPoint Mail is password protected and only a documented number of employees can access under confidentiality terms. It is your responsibility not to disclose your access details to anyone who may abuse the service. If you believe your details have become available to another party you must tell us immediately.

Even though we take appropriate technical steps to protect your security, you should remember that data transmission over the internet cannot always be guaranteed as 100% secure so you use the website at your own risk.

Holding and Removing Your Information

ArrowPoint Mail operates a suppression policy in accordance with the Data Protection Act. This is more effective than deleting information as it removes the issue of your information re-entering any system at a later date. For example, should you request that we do not send further emails to you, then your information is noted and automatically withdrawn from any distribution list.

We keep your information in an active state for the length of time you are a customer of ours, or for as long as you remain interested in receiving information from us, or for as long as required under law.

Cookies

Cookies are small text files which are sent to your browser by a web server and stored on your personal computer's hard disk. Cookies are a valuable time-saving tool for you as a visitor to our site. They help us to automatically identify you and help you with your interest in our services.

You can of course disable cookies to be stored on your computer. However, should you do this then you may not be able to use certain features on our site and you may need to enter details repetitively.

Links

Our website may contain links to other websites. We are not responsible for the privacy policies of other sites and we advise you to read the privacy statement of every website that collects personal information from you.

Other information

You should note that if our business (or any part of it) is sold or transferred at any time, the information we hold may form part of the assets transferred

Last updated: 5th June 2008