



# Voisse

# Privacy Policy

**EFFECTIVE DATE**  
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# Introduction

Voisse Limited ('Voisse', 'We', 'Us') is committed to ensuring that your privacy is protected. This privacy policy explains how we use the information we collect about you, how you can instruct us if you prefer to limit the use of that information and procedures that we have in place to safeguard your privacy.

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# The information we collect and how we use it

When you register for our service we need to know your name, date of birth, postal address, e-mail address, telephone number, credit card number and expiry date, bank account number and sort code, and any other relevant information that may be required from time to time. We may also need to know information such as your interests and preferences in order to provide a service relevant to you.

We gather this information to allow us to process your registration, process any orders you may make and to provide you with information relevant to your preferences. The relevant information is then used by us, our agents and sub-contractors to provide you with statements of your account and to communicate with you on any matter relating to the conduct of your account and the provision of the service in general.

We may also use aggregate information and statistics for the purposes of monitoring website usage in order to help us develop the website and our services and may provide such aggregate information to carefully selected third parties. These statistics will not include information that can be used to identify any individual.

From time to time we may provide your information to our customer service agencies for research and analysis purposes so that we can monitor and improve the services we provide. We or our agents and sub-contractors may contact you by post, e-mail or telephone to ask you for your feedback and comments on our services.

We may also wish to provide you with information about special features of our website or any other service or products we think may be of interest to you. If you would rather not receive this information, please un-tick this option on the [Voisse site](#) in Your Account > Account Settings or click the 'Unsubscribe' link in any VoisseMail newsletter you have received.

We may also want to provide you with related information from third parties we think may be of interest to you. If you would rather not receive this information, please un-tick this option on the [Voisse site](#) in Your Account > Account Settings.

We may also provide your information to carefully selected third parties whose products or services we believe may be of interest to you. If you do not wish us to disclose your information in this way, please un-tick this option on the [Voisse site](#) in Your Account > Account Settings.

## Our use of cookies & other information gathering techniques

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

## How we protect your information

The internet is not a secure medium. We employ security measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage. We will retain your information for a reasonable period or as long as the law requires.

We keep your information confidential. The internal procedures of Voisse cover the storage, access and disclosure of your information.

## Sale of business

If this business is sold or integrated with another business your details may be disclosed to our advisers and any prospective purchasers and their advisers and will be passed on to the new owners of the business.

## Updating your details

If any of the information that you have provided to Voisse changes (for example if you change your e-mail address, name or payment details or if you wish to cancel your registration) please let us know the correct details by amending these online through Your Account > Account Settings.

## Your consent

By submitting your information you consent to the use of that information as set out in this policy. If we change our privacy policy we will post the changes on this page, and may place notices on other pages of the website, so that you may be aware of the information we collect and how we use it at all times. We will also e-mail you should we make any changes so that you may consent to our use of your information in that way. Continued use of the service will signify that you agree to any such changes.

Owing to the global nature of the Internet infrastructure, the information you provide may be transferred in transit to countries outside the European Economic Area that do not have similar protections in place regarding your data and its use as set out in this policy. However, we have taken the steps outlined above to try to improve the security of your information. By submitting your information you consent to these transfers.

## Updating your details

We welcome your views about our website and our privacy policy. If you would like to contact us with any queries or comments please send an e-mail to [hello@voisse.com](mailto:hello@voisse.com).

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