

## **Voyager Solutions Limited Website Privacy Policy [Revised May 2018]**

Voyager Solutions Limited is the data controller for the purpose of the General Data Protection Regulation 2018 (GDPR). We are committed to protecting and respecting your privacy and to adhering to the standards of data privacy required under the GDPR. This policy (together with the terms of use of our website (**our site**)) sets out the basis on which any personal data We collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our practices regarding your personal data and how we will treat it.

### **Information we may collect from you**

We may collect and process the following data about you:

- Information that you provide by communicating with us through our site.
- If you contact us, we may keep a record of that correspondence.
- We may also ask you to complete surveys that we use for research or marketing purposes, although you do not have to respond to them.
- Details of your visits to our site.

### **IP addresses and cookies**

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration.

For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our site and to deliver a better and more personalised service. They enable us:

- To estimate our audience size and usage pattern.
- To store information about your preferences, and so allow us to customise our site according to your individual interests.
- To speed up your searches.
- To recognise you when you return to our site.

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our site.

### **Where we store your personal data**

All information you provide to us is stored on our secure servers located in the UK. Unfortunately, the transmission of information via the internet or through satellite or other communication methods is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site;

any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

### **Disclosure of your information**

We may disclose information about you if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use. We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

### **Your rights**

You will be invited when visiting the site to consent to receiving periodical Marketing literature from us. If you do not already receive such Marketing literature from us via email for example, your details will not be on our database and we will not send you literature without your consent. You can signify your consent by ticking the Consent box on our site. We hope that you will provide us with your consent but please be assured that you can withdraw your consent at any time after it has been given simply by unsubscribing in accordance with the links that we provide on our Marketing literature. You can also exercise your right to withdraw consent at any time by contacting us at [vsl contact email address].

If you have any questions about this policy, including any requests to exercise your legal rights, please contact us at the email address above.

### **Access to information**

The GDPR gives you the right to access information that we hold about you free of charge. Your right of access can be exercised in accordance with the GDPR. However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances. We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

### **Changes to our privacy policy**

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail.