

# PRIVACY POLICY

At 360 Telecoms Ltd we are committed to ensuring and protecting the Customer's privacy while on the [Website](#) or communicating electronically with the Company's personnel. The 'Privacy Policy' terms forms part of 360 Telecoms [General Terms and Conditions](#) which is located on the Website or by request.

Whilst using/accessing/shopping on the 360 Telecoms Ltd Website, the Company may ask the Customer to input personal details for identification purposes; such as the Customer's name, e-mail address, billing and delivery address, credit card and/or other payment information. This information is necessary to fulfil the Company's contractual obligations. The Customer may also give the Company information by corresponding with us by phone, email or otherwise. The Company confirms that this information will be held in accordance with the registration the Company has with the Data Commissioner's Office and collected lawfully in accordance to the Data Protection Act 1998.

360 Telecoms Ltd will use the Customer's personal information for the following purposes:

- a) Processing orders,
- b) Administration of the Website,
- c) Statistical purposes to improve the Website and its services to the Customer,
- d) Notification of changes or improvements may be sent to the Customer regarding product or service changes that could affect the Company's service,
- e) To notify the Customer of products or special offers that may be of interest – if the Customer has consented during the registration process.

Customers who consented during the registration process however would prefer not to be contacted, should send their request to [mobile@360telecoms.com](mailto:mobile@360telecoms.com) or call 020 7289 9999. The Customer should be aware that if the police or any other regulatory authority investigating suspected illegal activities requests the Company to provide personal information, the Company is entitled to do so.

Customer information is used to carry out the Company's obligations arising from any contracts and provide the Customer with the products and services requested from us. The Company will use the information to process the Customer's order, collect payment and for other purchase related services such as contacting the Customer by phone or email in relation to the order and for ongoing customer service dealings.

360 Telecoms Ltd minimises the amount of personal data that the Company collects. The customer has the right to rectification, erasure, restriction or objection to our ongoing use of personal data. Requests should be sent to [mobile@360telecoms.com](mailto:mobile@360telecoms.com).

360 Telecoms Ltd will not share Customer's data with any third parties other than where it is necessary to fulfill the Company's contractual obligations.

**Compliance**

The Website may only be used for lawful purposes and in a lawful manner. The Customer agrees to comply with all applicable laws, statutes and regulations regarding the Website and its use.

The Customer agrees not to upload or transmit through the Website:

- Any computer viruses or anything else designed to interfere with, interrupt or disrupt the normal operating procedures of a computer,
- Any material which is defamatory, offensive, or of an obscene nature.

**Privacy and Security**

Information provided to 360 Telecoms Ltd via the Website is handled with the utmost respect and confidentiality. The site is secured by encrypting information through secure socket layer (SSL) before it is sent to the Company. Irrespective of SSL security, credit card data is not retained on the web server but immediately passed to the internal systems and the data is stored behind a firewall that is impenetrable unless given authorised access. This information is then passed to the relevant Merchant Services to process and authorise payment. Merchant Services operates through a Secure Server and all transactions that take place are encrypted between the Customer's browser and the Secure Trading Server.

360 Telecoms Ltd will take all reasonable care, in so far as it is in their power to do so, to keep the details of the Customer's order and payment secure. The Customer acknowledges that the Company cannot be held liable for any loss the Customer may suffer if a third party procures unauthorised access to any data provided by the Customer when accessing or ordering from the Website.