

Keeping you informed

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Privacy Policy

Ensuring your privacy is protected

This policy sets out how we use and protect any information that you give us when you use this website and the services we provide.

Our commitment to you

O'Brien Media is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy policy.

We're registered as a data controller the Information Commissioner's Office (registration number ZA304284) and process and store your personal information in accordance with current data protection legislation.



Your personal information

What we need

O'Brien Media will be what's known as the "Controller" of the personal data you provide to us. We collect basic personal data about you which does not include any special types of information or location based information. This does however include name, address, email, telephone numbers, website address, etc.

We may combine personal information with other information we collect or obtain about you (such as information we source from our third party partners), to serve you specifically, such as to deliver a product or service according to your preferences or restrictions, or for advertising or targeting purposes in accordance with this privacy policy.

Why we need your personal information

We need to know your basic personal data to provide you with marketing and website development and support services in line with any service agreement or contract you enter into with us. This includes providing you with service quotations and estimates and replying to service related queries via email or that you submit via the contact forms on our website.

We will not collect any personal data from you we do not need to provide and oversee the services we provide to you or for the purposes outlined on the form or page used to collect the information.

What we do with your personal information

Your personal information is accessible only by our staff in the UK and used to manage your account with us and provide you with the services you contract with us to supply to you.

Where in the world is your information?

The majority of personal information is stored on systems in the UK. But there are some occasions where some of your information may leave the UK either in order to get to another organisation or if it's stored in a system outside of the European Union.

We have additional protections on your information if it leaves the UK ranging from secure ways of transferring data to ensuring we have a robust contract in place with that third party.

If data is processed outside of the European Union we will ensure that an appropriate Data Processing Agreement is in place and will make them available to you on our website.

What we would also like to do with your information

We would however like to use your name, email address and postal address to inform you of our future offers and similar products. This information is not shared with third parties and you can unsubscribe at any time via phone, email or our website. Please indicate to us if this is something you would like to sign up to.

How long we keep your information

We are required under UK tax law to keep your basic personal data (name, address, contact details) for a minimum of 6 years from the date you last entered into a financial transaction with us, after which time it will be destroyed.

Your information we use for marketing purposes will be kept until you notify us that you no longer wish to receive this information.

How we protect your information

We'll do all we can to make sure we hold your personal information in a secure way, and will only make them available to those who have a right to see them.

Examples of our security practices include:

- Encryption, meaning that information is hidden so that it cannot be read without special knowledge (such as a password).
- Controlling electronic and physical access to systems to stop people who are not allowed to view your personal information from getting access to it
- Training staff allows to make them aware of how to handle information and how and when to report when something goes wrong
- Regular testing of our technology and ways of working including keeping up to date on the latest security updates

What are your rights?

If at any point you believe the information we process on you is incorrect you request to see this information and even have it corrected or deleted.

Requesting a copy of your information

You can request a copy of your personal information by emailing compliance@obrienmedia.co.uk. We will complete a security check to ensure that you are the account holder. We will process your request within 28 days.

Requesting deletion or correction of your information

You can request deletion or correction of your personal information by emailing compliance@obrienmedia.co.uk. We will complete a security check to ensure that you are the account holder. We will process your request within 28 days.

Complaints

If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection coordinator who will investigate.

Our Data Protection coordinator

Our data protection coordinator is:
Chris O'Brien, Digital Services Director.

Chris can be contacted using the details below:

O'Brien Media Ltd
The Innovation Centre
PO Box 4096
Swindon, SN5 1DE

Or via telephone or email:

Telephone: 01793 230654
Website: obrienmedia.co.uk
Email: compliance@obrienmedia.co.uk

If you are not satisfied with our response

If you are not satisfied with our response or believe we are not processing your personal data in accordance with current legislation you can complain to the Information Commissioner's Office.

Information Commissioner's Office:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow, SK9 5AF

Telephone: 0303 123 1113.
Website: ico.org.uk
Email: casework@ico.org.uk

Public information, third party websites, and social media

Our blog

We have public blogs on our websites. Any information you include in a comment on our blog may be read, collected, and used by anyone.

If your Personal Information appears on our blogs and you want it removed, contact us. If we are unable to remove your information, we will tell you why.

Links to third-party websites

Our websites include links to other websites, whose privacy practices may be different from ours. If you submit Personal Information to any of those sites, your information is governed by their privacy policies.

We encourage you to carefully read the privacy policy of any Website you visit.

Social media platforms and widgets

Our websites include social media features, such as the Facebook Like button. These features may collect information about your IP address and which page you are visiting on our Website, and they may set a cookie to make sure the feature functions properly.

Social media features and widgets are either hosted by a third party or hosted directly on our website. We also maintain presences on social media platforms including Facebook, Twitter, and Instagram.

Any information, communications, or materials you submit to us via a social media platform is done at your own risk without any expectation of privacy. We cannot control the actions of other users of these platforms or the actions of the platforms themselves.

Your interactions with those features and platforms are governed by the privacy policies of the companies that provide them.

Cookie Policy

How we use cookies

Cookies and how they benefit you

Our website uses cookies, as almost all websites do, to help provide you with the best experience we can. Cookies are small text files that are placed on your computer or mobile phone when you browse websites

Our cookies help us:

- Make our website work as you'd expect
- Save you having to login every time you visit
- Remember your settings during & between visits
- Improve the speed/security of the site
- Allow you to share pages with social networks
- Personalise our site to you to help you get what you need faster
- Continuously improve our website for you
- Make our marketing more efficient (ultimately helping us to offer the service we do at the price we do)

We do not use cookies to:

- Collect any personally identifiable information (without your express permission)
- Collect any sensitive information (without your express permission)
- Pass data to advertising networks
- Pass personally identifiable data to third parties
- Pay sales commissions
- You can learn more about all the cookies we use below.

Granting us permission to use cookies

If the settings on your software that you are using to view this website (your browser) are adjusted to accept cookies we take this, and your continued use of our website, to mean that you are fine with this. Should you wish to remove or not use cookies from our site you can learn how to do this below, however doing so will likely mean that our site will not work as you would expect.



More about our cookies

Website Function Cookies

Our own cookies

We use cookies to make our website work including:

- Determining if you are logged in or not
- Remembering your search settings
- Remembering if you have accepted our terms and conditions
- Tailoring content to your needs
- There is no way to prevent these cookies being set other than to not use our site.

Third party functions

Our site, like most websites, includes functionality provided by third parties. A common example is an embedded YouTube video or embedded tweet or Facebook post.

Disabling third party cookies will likely break the functions offered by these third parties and may cause some content not to display on our website.

Social website cookies

So you can easily “Like” or share our content on the likes of Facebook and Twitter we have included sharing buttons on our site.

Cookies are set by:

- Facebook
- Twitter
- Google+
- Pinterest
- Instagram

The privacy implications on this will vary from social network to social network and will be dependent on the privacy settings you have chosen on these networks.

Anonymous visitor statistics cookies

We use cookies to compile visitor statistics such as how many people have visited our website, what type of technology they are using (e.g. Mac or Windows which helps to identify when our site isn't working as it should for particular technologies), how long they spend on the site, what page they look at etc. This helps us to continuously improve our website. These so called "analytics" programs also tell us if, on an anonymous basis, how people reached this site (e.g. from a search engine) and whether they have been here before helping us to put more money into developing our services for you instead of marketing spend.

Turning cookies off

You may wish to restrict the use of cookies, or completely prevent them from being set. Most browsers provide for ways to control cookie behaviour such as the length of time they are stored – either through built-in functionality or by utilising third party plugins.

Finding out more about cookies

To find out more on how to manage and delete cookies, visit aboutcookies.org. For more details on advertising cookies, and how to manage them, visit youronlinechoices.eu (EU), or aboutads.info (US).

It's important to note that restricting or disabling the use of cookies can limit the functionality of sites, or prevent them from working correctly at all.

Web beacons & tracking technologies

Both websites and HTML e-mails may also contain other tracking technologies such as 'web beacons'. These are typically small transparent images that provide us with statistics, for similar purposes as cookies. They are often used in conjunction with cookies, though they are not stored on your computer in the same way. As a result, if you disable cookies, the web beacons may still load, but their functionality will be restricted.



Electronic signatures and records disclosure

Consumer Disclosure Regarding Conducting Business Electronically, Receiving Electronic Notices and Disclosures, and Signing Documents Electronically

Please read the following information, by proceeding forward and signing documents you are agreeing that you have reviewed the following consumer disclosure information and consent to transact business using electronic communications, to receive notices and disclosures electronically, and to utilise electronic signatures in lieu of using paper documents.

You are not required to receive notices and disclosures or sign documents electronically. If you prefer not to do so, you may request to receive paper copies and withdraw your consent at any time as described below.

Paper Copies

You are not required to receive notices or disclosures or sign documents electronically and may request paper copies of documents or disclosures if you prefer to do so. You also have the ability to receive any open or signed documents sent to you by O'Brien Media Limited's electronic signature system by contacting O'Brien Media Limited. O'Brien Media Limited may also email you an electronic copy of all agreement(s) you sign using the O'Brien Media Limited's service. If you wish to receive paper copies in lieu of electronic documents you may close this web browser and request paper copies from O'Brien Media Limited by following the procedures outlined below.

Use of the Service requires a standards-compliant web-browser which supports the HTTPS protocol, HTML, and cookies. Viewing PDF documents requiring additional software such as Adobe Reader or similar.

Withdrawal of Consent

You may withdraw your consent to receive electronic documents, notices or disclosures at any time. In order to withdraw consent you must notify O'Brien Media Limited that you wish to withdraw consent and to provide your future documents, notices, and disclosures in paper format. After withdrawing consent if at any point in the future you proceed forward and utilize the electronic signature system you are once again consenting to receive notices, disclosure, or documents electronically. You may withdraw consent to receive electronic notices and disclosures and optionally electronically signatures by following the procedures described below.

Any fees associated with sending paper copies or withdrawing consent will be determined by O'Brien Media Limited.

Scope of Consent

You agree to receive electronic notices, disclosures, and electronic signature documents with all related and identified documents and disclosures provided over the course of your relationship with O'Brien Media Limited. You may at any point withdraw your consent by following the procedures described below. Requesting Paper Copies, Withdrawing Consent
You have the ability to download and print any documents we send to you through the electronic signature system.

To request paper copies of documents, withdraw consent to conduct business electronically and receive documents, notices, or disclosures electronically or sign documents electronically please contact O'Brien Media Limited by postal mail, or by sending an email to O'Brien Media Limited customer service with the following subjects:

“Requesting Paper Copies” Please provide your name, email, telephone number, postal address, and title of the document(s).

“Withdraw Consent” Please provide your name, email, date, telephone number, postal address.

To find out more please get in touch...

Tel: 01793 230654

Email: compliance@obrienmedia.co.uk

Web: www.obrienmedia.co.uk/legal