

OTISS Privacy Notice

1. Introduction

1.1 We (Intrinsicca Technology Ltd) are committed to safeguarding the privacy of our customers and website visitors; in this Privacy Notice we explain how we will treat your personal information.

1.2 The Privacy Notice covers the information gathered by this website and also the mobile applications that collect data and sync with this website. These mobile applications include:

OTISS – Tree Survey

OTISS – BS5837 Survey

OTISS – Estate Survey

OTISS – Path Survey

OTISS – Coppice Survey

1.3 We will ask you to consent to our use of cookies in accordance with the terms of this Privacy Notice when you first visit our website – see Section 12 below.

1.4 We ask for some personal information from you when you register for a free trial or when you subscribe to one of our services. Under UK data protection law, all such personal information is used to establish and fulfill a ‘contract’ you have entered into with us.

1.5 When you register or login via Google, Facebook or another identity provider, we only use the provider to authenticate your name and email address. Apart from your name and email address, we have no permission or ability to access any other information in your Google/Facebook account.

1.6 Where we have your consent to do so, we will send you our email newsletter. We will continue to send the newsletters until you inform us that you no longer wish to receive the newsletter.

2. Collecting personal information

2.1 We may collect, store and use the following kinds of personal information:

(a) information about your computer and about your visits to and use of this website (including your IP address, geographical location, browser type and version, operating system, referral source, length of visit, page views and website navigation paths);

(b) information that you provide to us when registering with our website or mobile applications (including your name, address, email address, password, telephone number, company name);

- (c) information that you provide when completing your profile on our website or mobile applications (including your name, profile pictures, gender, date of birth, address, email address, password, telephone number, company name);
- (d) information that you provide to us for the purpose of subscribing to our email notifications and/or newsletters (including your name and email address);
- (e) information that you provide to us when using the services on our website, or that is generated in the course of the use of those services (including the timing, frequency and pattern of service use);
- (f) information relating to any purchases you make of our services or any other transactions that you enter into through our website or mobile applications (including your name, address, telephone number, email address);
- (g) information that you post to our website for publication on the internet (including your user name, your profile pictures and the content of your posts);
- (h) information contained in or relating to any communication that you send to us or send through our website (including the communication content and metadata associated with the communication); and
- (i) any other personal information that you choose to send to us.
- (j) personal information that you stored on our website regarding persons related to your organization or business, and who are not users of our service (including names, addresses and other contact information)

2.2 Before you register another person (e.g. staff, client or associate) as a user of our service, you must obtain that person's consent to both the disclosure and the processing of that personal information in accordance with this Privacy Notice.

3. Using personal information

3.1 Personal information submitted to us through our website or mobile applications will be used for the purposes specified in this Privacy Notice or on the relevant pages of the website.

3.2 We may use your personal information to:

- (a) administer our website, business and services;
- (b) personalise our website and service for you;

- (c) enable your use of the services available on our website and mobile applications;
 - (d) send you goods purchased through our website and mobile applications service;
 - (e) supply to you services purchased through our website and mobile applications;
 - (f) send statements, invoices and payment reminders to you, and collect payments from you;
 - (g) send you non-marketing commercial communications;
 - (h) send you email notifications that you have specifically requested;
 - (i) send you our email newsletter, if you have requested it (you can inform us at any time if you no longer require the newsletter);
 - (j) send you marketing communications relating to our business or the businesses of carefully-selected third parties which we think may be of interest to you, by post or, where you have specifically agreed to this, by email or similar technology (you can inform us at any time if you no longer require marketing communications);
 - (k) provide third parties with statistical information about our users (but those third parties will not be able to identify any individual user from that information);
 - (l) deal with enquiries and complaints made by or about you relating to our website and mobile applications;
 - (m) keep our services and website secure and prevent fraud; and
 - (n) verify compliance with the terms and conditions governing the use of our website and mobile applications (including monitoring private messages sent through our website private messaging service).
- 3.3 If you submit personal information for publication on our website, we will publish and otherwise use that information in accordance with the licence you grant to us.
- 3.4 Your privacy settings can be used to limit the publication of your information on our website, and can be adjusted using privacy controls on the website.
- 3.5 We will not, without your express consent, supply your personal information to any third party for the purpose of their or any other third party's direct marketing.

- 3.6 All our website financial transactions are handled through our payment services provider, PayPal. You can review the provider's privacy policy at <https://www.paypal.com>. We will share information with our payment services provider only to the extent necessary for the purposes of processing payments you make via our website, refunding such payments and dealing with complaints and queries relating to such payments and refunds.
- 3.7 Personal information that you stored on our website regarding persons related to your organization or business, and who are not users of our service, is not used by us in any way. We will not, without your express consent, supply this personal information to any third party for the purpose of their or any other third party's direct marketing.
4. Disclosing personal information
- 4.1 We may disclose your personal information to any of our employees, officers, insurers, professional advisers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes set out in this Privacy Notice.
- 4.2 We may disclose your personal information to any member of our group of companies (this means our subsidiaries, our ultimate holding company and all its subsidiaries) insofar as reasonably necessary for the purposes set out in this Privacy Notice.
- 4.3 We may disclose your personal information:
- (a) to the extent that we are required to do so by law;
 - (b) in connection with any ongoing or prospective legal proceedings;
 - (c) in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk);
 - (d) to the purchaser (or prospective purchaser) of any business or asset that we are (or are contemplating) selling; and
 - (e) to any person who we reasonably believe may apply to a court or other competent authority for disclosure of that personal information where, in our reasonable opinion, such court or authority would be reasonably likely to order disclosure of that personal information.
- 4.4 Except as provided in this Privacy Notice, we will not provide your personal information to third parties.

- 4.5 Except as provided in this Privacy Notice, we will not provide the personal information that you stored on our website regarding persons related to your organization or business, to third parties
5. International data transfers
 - 5.1 Information that we collect may be stored and processed in and transferred between any of the countries in which we operate in order to enable us to use the information in accordance with this Privacy Notice.
 - 5.2 Information that we collect may be transferred to the following countries which do not have data protection laws equivalent to those in force in the European Economic Area: the United States of America.
 - 5.3 Personal information that you publish on our website or submit for publication on our website may be available, via the internet, around the world. We cannot prevent the use or misuse of such information by others.
 - 5.4 You expressly agree to the transfers of personal information described in this Section 5.
6. Retaining personal information
 - 6.1 This Section 6 sets out our data retention policies and procedure, which are designed to help ensure that we comply with our legal obligations in relation to the retention and deletion of personal information.
 - 6.2 We will not keep your personal data for any purpose longer than necessary to fulfill the original or a compatible purpose.
 - 6.3 Where you are a customer of one of our services, we will keep your personal information for the length of any contractual relationship you have with us and after that for a period of up to 2 years.
 - 6.4 Where you are a registered user that has undertaken a free trial, we will keep your personal information for the duration of the free trial and after that for a period of up to 2 years.
 - 6.5 Please note that if you would like us to stop processing your data or would like your information deleted before this time, you can submit a request to us at any point via email or by phone or post.

- 6.6 Where you have requested to receive our email newsletter, we will continue to send the newsletters until you inform us that you no longer require the newsletter.
- 6.7 Notwithstanding the other provisions of this Section 6, we will retain documents (including electronic documents) containing personal information:
- (a) to the extent that we are required to do so by law;
 - (b) name and address information that is attached to invoices must be held for 7 years for tax purposes;
 - (c) if we believe that the documents may be relevant to any ongoing or prospective legal proceedings; and
 - (d) in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk).
7. Security of personal information
- 7.1 We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.
- 7.2 We will store all the personal information you provide on our secure (password- and firewall-protected) servers.
- 7.3 All electronic financial transactions entered into through our website will be protected by the encryption and security technologies of our payment services provider, PayPal.
- 7.4 You acknowledge that the transmission of information over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet.
- 7.5 You are responsible for keeping the password you use for accessing our website confidential; we will not ask you for your password (except when you log in to our website).
8. Amendments
- 8.1 We may update this Privacy Notice from time to time by publishing a new version on our website.
- 8.2 You should check this page occasionally to ensure you are happy with any changes to this Privacy Notice.
- 8.3 We may notify you of changes to this Privacy Notice by email or through the private messaging system on our website.

9. Your rights

- 9.1 You may instruct us to provide you with any personal information we hold about you; provision of such information will be subject to you supplying appropriate evidence of your identity (for this purpose, we will usually accept a photocopy of your passport certified by a solicitor or bank plus an original copy of a utility bill showing your current address). A copy will be sent to you as soon as possible but this will be not be later than one month after we have received your request.
- 9.2 We may withhold personal information that you request to the extent permitted by law.
- 9.3 If the information we hold about you is inaccurate or incomplete, you can notify us and ask us to correct or supplement it.
- 9.4 You may instruct us at any time not to process your personal information for marketing purposes. In practice, you will usually either expressly agree in advance to our use of your personal information for marketing purposes, or we will provide you with an opportunity to opt out of the use of your personal information for marketing purposes. You can exercise your right by clicking the unsubscribe button on any communication we have sent to you or by contacting us.
- 9.6 In some circumstances you can ask us to erase your personal information (a) by withdrawing your consent for us to use it; (b) if it is no longer necessary for us to use your personal information; (c) if you object to the use of your personal information and we don't have a good reason to continue to use it; or (d) if we haven't handled your personal information in accordance with this Privacy Notice.
- 9.7 If you believe there has been a data breach or you are unhappy with how we are handling your personal information, you may make a complaint to us. See Section 14 below for contact details.

10. Third party websites

- 10.1 Our website includes hyperlinks to, and details of, third party websites.
- 10.2 We have no control over, and are not responsible for, the privacy policies and practices of third parties.

11. Updating information

- 11.1 Please let us know if the personal information that we hold about you needs to be corrected or updated.

12. Cookies

12.1 Our website uses cookies.

12.2 A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.

12.3 Cookies may be either "persistent" cookies or "session" cookies: a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before the expiry date; a session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.

12.4 Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from cookies.

12.5 We use both session and persistent cookies on our website.

12.6 The names of the cookies that we use on our website, and the purposes for which they are used, are set out below:

- (a) we use *catAcCookies* to record your acceptance of the use of cookies.
- (b) we use *_utma* through *_utmz* to track users as they navigate the website.
- (c) we use *wordpress_logged_in_[hash]* to validate authenticated users sessions.
- (d) we use *wordpress_hash* and *wp-settings[id]* to administer the website.

12.7 Most browsers allow you to refuse to accept cookies; for example:

- (a) in Internet Explorer (version 11) you can block cookies using the cookie handling override settings available by clicking "Tools", "Internet Options", "Privacy" and then "Advanced";
- (b) in Firefox (version 47) you can block all cookies by clicking "Tools", "Options", "Privacy", selecting "Use custom settings for history" from the drop-down menu, and unticking "Accept cookies from sites"; and
- (c) in Chrome (version 52), you can block all cookies by accessing the "Customise and control" menu, and clicking "Settings", "Show advanced settings" and "Content settings", and then selecting "Block sites from setting any data" under the "Cookies" heading.

12.8 Blocking all cookies will have a negative impact upon the usability of many websites.

12.9 If you block cookies, you will not be able to use all the features on our website.

12.10 You can delete cookies already stored on your computer; for example:

- (a) in Internet Explorer (version 11), you must manually delete cookie files (you can find instructions for doing so at <http://windows.microsoft.com/en-gb/internet-explorer/delete-manage-cookies#ie=ie-11>);
- (b) in Firefox (version 47), you can delete cookies by clicking "Tools", "Options" and "Privacy", then selecting "Use custom settings for history" from the drop-down menu, clicking "Show Cookies", and then clicking "Remove All Cookies"; and
- (c) in Chrome (version 52), you can delete all cookies by accessing the "Customise and control" menu, and clicking "Settings", "Show advanced settings" and "Clear browsing data", and then selecting "Cookies and other site and plug-in data" before clicking "Clear browsing data".

12.11 Deleting cookies will have a negative impact on the usability of many websites.

13. Data protection registration

13.1 We are registered as a data controller with the UK Information Commissioner's Office.

13.2 Our data protection registration number is **ZA232699**.

14. Our details

14.1 This website is owned and operated by **Intrinsicca Technology Limited**

14.2 We are registered in England and Wales under registration number 02608478 and our registered office is at 14 Millington Drive, Selsey, West Sussex, PO20 0FF.

14.3 You can contact us:

- (a) by telephone, on the contact number published on our www.otiss.co.uk website; or
- (b) by email, using the email address published on our www.otiss.co.uk website.