

Privacy Policy

Version 2.3 28th Jan. 2020– 6 pages

At Manyother Ltd, we're committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to bill.andrews@pragmatictracker.com or by writing to us at our registered address above.

Who are we?

Manyother Ltd is the company that owns the online outcomes management system, Pragmatic Tracker.

Our main office is at:

88a The Street
Rustington
Littlehampton
West Sussex
BN16 3NJ
UK

Our Data Protection Officer is:

Bill Andrews

Email: bill.andrews@pragmatictracker.com

Manyother Ltd is registered with the Information Commissioner's Office our registration number is Z2924513

How do we collect information from you?

We obtain information about you when you use our websites, for example, when you contact us about products and services, or when you sign up to use Pragmatic Tracker, either as an individual, or when a part of an organisation or group that you belong to.

What type of information is collected from you?

From our website contact page, the personal information we collect might include your name and email address, along with any other information you choose to share with us.

We may use your information to:

- provide you with information about Pragmatic Tracker and our related training and support services
- invite you to subscribe to our newsletters
- process orders that you have submitted
- to carry out our obligations arising from any contracts entered into by you and us
- seek your views or comments on the services we provide
- notify you of changes to our services
- send you communications which you have requested and that may be of interest to you.

We review our retention periods for personal information on a regular basis. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

Third Party Service Providers or products we use

Mailchimp

In order to deliver newsletters to you we use a service called Mailchimp (www.mailchimp.com), a secure, password protected online facility which allows us to communicate with you via newsletter. You can choose to opt in to subscribing to our newsletter and you can opt out at any time. When we use Mailchimp, we disclose only the personal information that is necessary to deliver the newsletters to you. Mailchimp is required to keep your information secure and not to use it for their own direct marketing purposes.

Server hosting companies

We have contractual arrangements with external companies, responsible for our software development and hosting of our websites and our software, Pragmatic Tracker. These companies are bound both by our own and their own privacy agreements and your personal data is not available to them.

Please be reassured that we will not release your information to third parties for them to use for their own direct marketing purposes.

Your choices

You have a choice about whether or not you wish to receive information from us.

Contacting us via email to enquire about our services

When you contact us by email to enquire about our services or products we will retain your contact information in order to communicate with you directly about your information request. Through our website and our email signatures we will also provide you with the opportunity to sign up to be kept informed about our products and services in the future, via our newsletters.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post. You can change your marketing preferences at any time by contacting us by email: info@pragmatictracker.com

How you can access and update your information

There are 2 contexts within which information about you may be held

- When you contact us for information about products and services
- When you sign up to use Pragmatic Tracker

With regard to the information we hold about you so we can communicate about products and services the accuracy of your information is important to us. If you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: info@pragmatictracker.com.

With regard to the information held about you within Pragmatic Tracker you will always have access directly to your own profile for you to update yourself.

You have the right to ask for a copy of the information Manyother Ltd holds about you. You may do so by emailing our Data Protection Officer, Bill Andrews at bill.andrews@pragmatictracker.com or by writing to us at our registered address above. We will endeavour to respond to your request within 14 days, or, at a maximum, within 60 days.

Security

When you provide personal information as part of your profile within Pragmatic Tracker, we take steps to ensure that it's treated securely. See our Information Security Policy for further details about how we protect your information and all information related to your use of Pragmatic Tracker.

When you are obliged to use a password which enables you to access Pragmatic Tracker, you are responsible for ensuring your password is strong, for keeping this password confidential and for changing it regularly. We ask you not to share your password with anyone. Guidelines about passwords are provided when you sign up to use Pragmatic Tracker.

Visiting our websites

Use of 'cookies'

Like many other websites, our websites use cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. This helps us to improve our website and deliver a better service.

It is possible to switch off cookies by setting your browser preferences. Turning cookies off may result in a loss of functionality when using our website. For more information on how to switch off cookies on your computer, visit www.allaboutcookies.org.

Google Analytics

When someone visits any of the websites operated by Manyother Ltd we collect standard internet log information and details of visitor behaviour patterns, using Google Analytics. We do this to find out things such as the number of visitors to the various parts of the site. We collect this information in a way which does not identify anyone. We do not make any attempt to find out the identities of those visiting our websites. We will not associate any data gathered from this site with any personally identifying information from any source.

To opt out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>.

Youtube

The videos embedded in our website use the Youtube video player. Youtube may set cookies on your computer or whatever device you use to access them. To find out more about embedded videos please visit Youtube's information pages; <https://support.google.com/youtube/?hl=en-GB&answer=171780#topic=7505892>

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website. In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

Using our products beyond the European Economic Area

Many of our customers are based outside of the European Economic Area. In order to support them properly we may use servers from time to time located in a country outside the EU. While these countries may not have similar data protection laws to the UK we will assume that the same privacy laws apply and we will take steps to ensure that appropriate security measures are taken with

the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

Review of this Policy

We keep this Policy under regular review. This Policy was last updated in November 2019.