

VOIspeed Privacy Policy

Last modified: 28 April 2014

Privacy Policy

This privacy policy sets out how VOIspeed Ltd. (“VOIspeed”) located at 26 London Road, St. Albans, AL1 1NG, United Kingdom, uses and protects any information that you give when using the services as described in our Terms of Service. There are many different ways you can use our services: to share information, to communicate with other people or organisations. When you share information with us, for example by creating a new phone system, we can make those services even better, to help you **connect better with people** or to make **sharing information with others quicker and easier**. As you use our services, we want you to be clear how we’re using information and the ways in which you can protect your privacy.

VOIspeed Ltd. is committed to ensuring that your privacy is protected. Our Privacy Policy explains:

- What information we collect and why we collect it.
- How we use that information.
- The choices we offer, including how to access and update information.

We’ve tried to keep it as simple as possible, but if you’re not familiar with technical terms please read about these on the internet or seek professional advice. Your privacy matters to VOIspeed so whether you are new to VOIspeed or a long-time user, please do take the time to get to know our practices and if you have any questions please get in touch with us.

Information we collect

We collect information to provide better services to all of our users – from figuring out basic stuff like which language you speak, to more complex things like **the people who matter most to you when you communicate** and interact with other parties.

We collect information in two ways:

- **Information you give us.** For example, many of our services require you to sign up for a new account. When you do, we’ll ask for personal information, like your name, email address, telephone number or **credit card**. If you want to take full advantage of the sharing features we offer, we might also ask you to create a personal profile with information publicly visible.
- **Information we get from your use of our services.** We may **collect information** about the services that you use and how you use them, like when you make a phone call, contact another company or you view and interact with our content. This information includes:
- **Device information**

We may collect **device-specific information** (such as your hardware model, operating system version, unique device identifiers, and mobile network information including phone number). VOIspeed may associate your **device identifiers** or **phone number** with your account.

- **Log information**

When you use our services or view content provided by VOIspeed, we may automatically collect and store certain information in log files. This may include:

- details of how you used our service.
- telephony log information like your phone number, calling-party number, forwarding numbers, time and date of calls, duration of calls, SMS routing information and types of calls.
- Internet protocol address.
- device event information such as crashes, system activity, hardware settings, browser type, browser language, the date and time of your request and referral URL.
- cookies that may uniquely identify your browser or your Account.

- **Location information**

When you use a location-enabled service, we **may collect and process information about your actual location**, like GPS signals sent by a mobile device. We may also use various technologies to determine location, such as sensor data from your device that may, for example, provide information on nearby Wi-Fi access points and cell towers.

- **Unique application numbers**

Certain services include a unique application number. This number and information about your installation (for example, the operating system type and application version number) may be sent to VOIspeed when you install or uninstall that service or when that service periodically contacts our servers, such as for automatic updates.

- **Local storage**

We may collect and store information (including personal information) locally on your device using mechanisms such as browser web storage (including HTML 5) and application data caches.

- **Cookies and anonymous identifiers**

We and our partners use various technologies to collect and store information when you visit our services, and this may include sending one or more cookies or anonymous identifiers to your device. We also use cookies and anonymous identifiers when you interact with services we offer to our partners, such as **advertising services** that may appear on other sites.

How we use information we collect

We use the information we collect from all of our services to provide, maintain, protect and improve them, to **develop new ones**, and to **protect VOIspeed and our users**. We also use this information to offer you tailored content – like giving you more relevant search results and ads.

We may use the name you provide for your Profile across all of the services we offer that require a Personal Account. In addition, we may replace past names associated with your Account so that you are represented consistently across all our services.

When you contact VOIspeed, we may keep a record of your communication to help solve any issues you might be facing. We may use your email address to inform you about our services, such as letting you know about upcoming changes or improvements.

We use information collected from cookies and other technologies to **improve your user experience** and the overall quality of our services. For example, by saving your language preferences, we'll be able to have our services appear in the language you prefer. When showing you tailored ads, we will not associate a cookie or anonymous identifier with sensitive categories, such as those based on race, religion, sexual orientation or health.

We may **combine personal information from one service with information, including personal information, from other services** – for example **to make it easier to share things with people you know**. We will not combine DoubleClick cookie information with personally identifiable information unless we have your opt-in consent.

VOIspeed processes personal information on our servers in many countries around the world. We may process your personal information on a server located outside the country where you live.

Information you enter

Many of our services let you enter information about you, your business partners or your clients. Remember that once entered, this information is available to use by VOIspeed in all its services to you or other users.

Accessing and updating your personal information

Whenever you use our services, we aim to provide you with **access to your personal information** and that of your clients. If that information is wrong, we strive to give you ways to update it quickly or to delete it – unless we have to keep that information for legitimate business or legal purposes. When updating your personal information, we may ask you to verify your identity before we can act on your request.

We may reject requests that are unreasonably repetitive, require disproportionate technical effort (for example, developing a new system or fundamentally changing an existing practice), risk the privacy of others, or would be extremely impractical (for instance, requests concerning information residing on backup systems).

Where we can provide information access and correction, we will do so for free, except where it would require a disproportionate effort. We aim to maintain our services in a manner that protects information from accidental or malicious destruction. Because

of this, after you delete information from our services, we may not immediately delete residual copies from our active servers and may not remove information from our backup systems.

Information we share

We do not share personal information with companies, organisations and individuals outside of VOIspeed unless one of the following circumstances applies:

- **With your consent**

We will share personal information with companies, organisations or individuals outside of VOIspeed when we have your consent to do so. We require opt-in consent for the sharing of any sensitive personal information.

- **With administrators or resellers**

When a new Account is created by an administrator or a reseller who manages the phone system and provides user support to an organisation then this person will have access to all users' information (including email and other data) related to that organisation.

The administrator may be able to:

- view statistics regarding an account, like statistics regarding applications installed and the activity of a user.
- change account passwords.
- suspend or terminate account access.
- suspend or terminate the phone system services.
- access or retain information stored as part of an account.
- receive account information in order to satisfy applicable law, regulation, **legal process or enforceable governmental request**.
- restrict the ability to delete or edit information or privacy settings.

Please refer to your administrator's privacy policy for more information. If you are acting as an administrator for other people or organisations you should note that this privacy policy applies to any third party you have entered and enabled to use our services.

- **For external processing**

We provide personal information to our affiliates or other trusted businesses or persons to process it, based on our instructions and in compliance with our Privacy Policy and any other appropriate confidentiality and security measures.

- **For legal reasons**

We will share personal information with companies, organisations or individuals outside of VOIspeed if we have a good-faith belief that access, use, preservation or disclosure of the information is reasonably necessary to:

- meet any applicable law, regulation, legal process or enforceable governmental request.
- enforce applicable Terms of Service, including investigation of potential violations.

- detect, prevent, or otherwise address fraud, security or technical issues.
- protect against harm to the rights, property or safety of VOIspeed, our users or the public as required or permitted by law.

We may share aggregated, non-personally identifiable information publicly and with our partners – like publishers, advertisers or connected sites. For example, we may share information publicly **to show trends** about the general use of our services.

If VOIspeed is involved in a merger, acquisition or asset sale, we will continue to ensure the confidentiality of any personal information and give affected users notice before personal information is transferred or becomes subject to a different privacy policy.

Information security

We work hard to protect VOIspeed and our users from unauthorised access to or unauthorised alteration, disclosure or destruction of information we hold. In particular:

- We encrypt many of our services using SSL.
- We review our information collection, storage and processing practices, including physical security measures, to guard against unauthorised access to systems.
- We restrict access to personal information to VOIspeed employees, contractors and agents who need to know that information in order to process it for us, and who are subject to strict contractual confidentiality obligations and may be disciplined or terminated if they fail to meet these obligations.

When this Privacy Policy applies

Our Privacy Policy applies to all of the services offered by VOIspeed Ltd. and its affiliates, including services offered on other sites (such as our advertising services), but excludes services that have separate privacy policies that do not incorporate this Privacy Policy.

Our Privacy Policy does not apply to services offered by other companies or individuals, including products or sites that may be displayed to you in search results, sites that may include VOIspeed services, or other sites linked from our services. Our Privacy Policy does not cover the information practices of other companies and organisations who advertise our services, and who may use cookies, pixel tags and other technologies to serve and offer relevant ads.

Compliance and cooperation with regulatory authorities

We regularly review our compliance with our Privacy Policy. When we receive formal written complaints, we will contact the person who made the complaint to follow up. We work with the appropriate regulatory authorities, including local data protection authorities, to resolve any complaints regarding the transfer of personal data that we cannot resolve with our users directly.

Changes

Our Privacy Policy may change from time to time. We will post any privacy policy changes on this page and, if the changes are significant, we will provide a more prominent notice. We will also keep prior versions of this Privacy Policy in an archive for your review.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes;
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at info@voispeedltd.com.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to:

VOIspeed Limited
26 London Road
St Albans (Herts)
AL1 1NG
United Kingdom

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly amend any information found to be incorrect.