

PRIVACY POLICY

By accessing or using the 20-photos web site, you agree to our Privacy Policy, as outlined below. If you do not agree to these terms, please do not access or use this site. 20-photos reserve the right to change the Privacy Policy from time to time. Your use of this site will be subject to the most current version of the Privacy Policy at the time of such use.

20-photos is committed to protecting your privacy, if you feel your privacy has been compromised, please [Contact Us](#) immediately.

PERSONAL INFORMATION

When you join the 20-photos web site, we collect your name, e-mail address, telephone (landline and/or mobile) number and demographic information. On some of our pages you can order products, make requests and register to receive materials. The types of information collected on these pages are name, address, contact and billing information, transaction, and payment information (See below).

From time to time, we may contact you via either Post, Email, Landline or Mobile (SMS, MMS or other relevant mobile communication service) to inform you of new products, services offered by 20-photos or its sister organisation 20-marketing. We may also send you newsletters and ask for your voluntary participation in feedback and market research surveys, prize draws and competitions. The requested information typically includes contact information (such as name and shipping address), and demographic information (such as postcode). Contact information will be used and may be shared with the contest/survey sponsors to notify the winners and award prizes. Survey information will be used for purposes of monitoring or improving the use and satisfaction of this site, our service and our employees and representatives.

Our site enables registered and unregistered users to recommend our web site, products and services to friends, colleagues, family or associates. Where we solicit information about a third party (for example, name and email address) to facilitate such web site functions, we do not store or process this information. We may, however, record or store your name and email address (the referrer of our service or sender of an ecard). We do this in case your details need to be passed on to the appropriate authorities as a result of an inappropriate test or message being included in the email originating from our site.

Please Note: An ecard (or electronic postcard) is an email generated by our server that includes a direct link to an image that a referrer or sender of an ecard wishes to communicate to a third party. This link may be accompanied by a short message by the sender of the ecard (site user).

PAYMENT INFORMATION

20-photos use PayPal for all payment information and transactions. No credit or debit card details are kept on our servers. Before the completion of a transaction for a product on our site, you will be transferred to a secure PayPal page (indicated by a Locked Padlock in your browser), where you will be urged to enter your credit or debit card details or use your PayPal account to pay for your order. For more information on setting up a PayPal account or [PayPal's own Privacy Policy](#), please visit the [PayPal](#) site.

COOKIES

The 20-photos site also uses cookies. A cookie is a piece of data stored on the user's computer tied to information about the user. Usage of a cookie is in no way linked to any personally identifiable information while on our site. We may use both session ID cookies and persistent cookies.

For the session ID cookie, once users close the browser, the cookie simply terminates. A persistent cookie is a small text file stored on the user's hard drive for an extended period of time. Persistent cookies can be removed by following Internet browser help file directions. More information on cookies can be found on the following web sites: [All About Cookies](#) or W3Cs pages on [Privacy Preferences](#).

By setting a cookie on our site, the site can 'remember' who you are, if you are a "Registered Member" of our "Member's Area". Persistent cookies enable the site to "remember" what you have in your trolley and / or what you have in your "favourites" gallery (A "favourites facility or gallery" is where images can be added by a web site user as he/she views a directory or folder of images. The user is able to view his or her "favourites" by clicking on the "Favourite's" link. The Favourites facility assists users in their choice of images as part of their on-line purchase decision to purchase products from our site). No personal information is recorded in these cookies - only the contents of your trolley and/or favourites facility.

We also use cookies in measuring the effectiveness of advertising and sponsorship on our site (or links to and from our site). Cookies linked with advertising and sponsorship may be generated by organisations acting on behalf of 20-photos via an agreement. Examples include affiliate agreements that we enter into with advertising networks or agents or via our own internally managed affiliate or advertising programs. We may also use cookies to record language preferences, should our site, at the time of your access, offer multiple language options.

If you want to limit or turn off the usage of cookies, change your browser settings.

OWNERSHIP AND SHARING OF PERSONAL INFORMATION

We do not sell, trade or rent your personal information to third party organisations.

20-photos utilises the personal information you supply to enable us to confirm an order placed by yourself either via email, mobile or post. Order confirmation includes information such as your name, address, telephone number, email address, the products you have ordered, the PayPal transaction ID and the IP address of the computer from where you placed an order.

As we use PayPal for our debit and credit card payment processing, PayPal may also confirm the details of your order to your registered contact details with them. Such order confirmation may include some or all of the following: PayPal's Transaction ID, 20-photos order no / product information, your email address, postal address, along with your name.

For the purpose of delivering your product, we may pass your name and postal address onto third party organisations, such as Royal Mail, who offer postal, delivery and fulfilment services. These companies do not retain, share, store, or use personally identifiable information for any secondary purpose. We may also use third party companies, partners or networks for delivering images and other mobile content to your mobile on our behalf.

20-photos or our sister organisation 20-marketing may utilise the information you supply us for keeping you informed of service announcements, promotional offers and discounts that we think may be of interest to you. We may also utilise your personal information for sending you Newsletters, asking for your participation in surveys, prize draws, competitions or feedback on our products, services, employees, agents, suppliers or any individual or organisation working on behalf of 20-photos that you may have had contact with.

20-photos aim to offer a high level of customer service, subsequently we may communicate with you regarding your order or account with us, either via email, telephone (landline or mobile) or post.

Our security procedures mean that we may occasionally request proof of identity before we are able to disclose sensitive information to you. Please note that the information you enter may be transferred outside the European Economic Area for the purposes of processing by 20-photos, 20-marketing, its affiliates or organisations supplying our Internet Payment Gateway.

20-photos, from time to time, may enter into or maintain agreements with other suppliers for the provision of services such as printing, supply of imaging merchandise, image retouching, and support. When you place an order with 20-photos, we will pass on your name and address for the sole purpose of carrying out authorisation of the transaction (to PayPal, our preferred Internet Payment Gateway Platform) and supplying you with the

goods, and by placing an order you consent to this sharing of information. Our suppliers are instructed or are under agreement not to use these details for any other purpose (including direct marketing). In any case, we provide the minimal amount of information to carry out the task.

IP ADDRESSES

We analyse IP addresses for system administration purposes and to gather broad demographic information. We do not link IP addresses to your computer's User ID. When you place an order using our online checkout process we record your computer's IP address with your order to help us identify fraudulent credit card use.

We may share this information with the financial institution that issued the credit card and our preferred Internet Payment Gateway supplier or with law enforcement authorities if we determine, or are notified, that the use of the credit card was fraudulent.

If we have reason to believe you are infringing our copyright or that of our content providers, photographers, agents, dealers, distributors, software providers or licensees, we will pass you IP address to the relevant authorities to investigate any potential copyright infringement. We vehemently defend all copyright infringement, whether it is in relation to images, text content, code or other copyright material or content on our site.

PROTECTION OF YOUR PERSONAL INFORMATION

We implement a variety of security measures to maintain the safety of your personal information. Your information is only accessible by a limited number of employees or representatives who have special access rights to our server(s). All sensitive information (credit card) supplied by users is transmitted and protected via HTTPS protocol for encrypted transfer of data via our preferred payment gateway supplier, PayPal (See PayPal's own [Privacy Policy](#)).

We will not store your debit or credit card information in our database. We cannot do this as we are never party to this information, as part of your on-line transaction.

We maintain physical, electronic and procedural safeguards in connection with the collection, storage and disclosure of personally identifiable customer information. Our security procedures mean that we may occasionally request proof of identity before we disclose personal information to you.

It is important for you to protect against unauthorised access to your password and to your computer. Be sure to sign off when you finish using a shared computer.

BUSINESS TRANSACTION

In the event 20-photos goes through a business transition, such as a merger, being acquired by another company, or selling a portion of its assets, users' personal information will, in most instances, be part of the assets transferred. Users will be notified via a prominent notice on our Web site for 30 days prior to a change of ownership or control of their personal information. If as a result of the business transition, the users' personally identifiable information will be used in a manner different from that stated at the time of collection, they will be given the choice to decline or OPT OUT of such use of data.

ADDRESS VERIFICATION

From time to time, we may use AFD software to verify a user's postal address. This may be done in conjunction with your contact details held on our server or off-line to assist with maintaining data quality and possible use with subsequent transactions.

LOG FILES

Like most standard Web site servers we use log files. This includes internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, platform type, date/time stamp, and number of clicks to analyse trends, administer the site, track user's movement in the aggregate, and gather broad demographic information for aggregate use. IP addresses, etc. are not linked to personally identifiable information. We may use various tracking and analysis utilities, software or third party services such as for example: NetTracker or Webtrends that uses log files to analyse user movement on our site. We use this information or analysis to improve the performance and user friendliness of our web site.

LINKS TO OTHER SITES

This site contains links to other sites that may offer information, products or services that may be of interest to you. 20-photos is not responsible for the privacy practices or the content of such sites. We recommend you read their respective Privacy Policies before accessing or using their site.

COMMENTS AND QUESTIONS

If you have any questions about this privacy policy, the practices of this site, or your dealings with the Web site, you can contact 20-photos via our [Contact Us](#) page.

OPT OUT

If you at any stage wish to opt out from any communications from 20-photos or 20-marketing, whether via Post, Telephone (landline or mobile, including MMS, SMS, Text-to-Phone), Email, please inform us via recorded (signed for) post to:

Data Controller, 20-photos, PO Box 620, Rotherham, South Yorkshire, S60 9AQ, England.

TERMS AND CONDITIONS

Please also read our Terms and Conditions of Sale with regard to purchasing photographs, imaging merchandise and other products or services from our site(s).

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