

Terms and Conditions ("**Terms**")

Last updated: 20 Sep 2018

Please read these Terms and Conditions ("**Terms**", "**Terms and Conditions**") carefully before using the edstori.es, edstories.fr or edstories.app website and the Edstories mobile applications (the "**Service**") operated by Edstories SAS ("**us**", "**we**", or "**our**").

1. Access to the Service

- 1.1. Your access to and use of the Service is conditioned on your acceptance of and compliance with these Terms. These Terms apply to all visitors, users and others who access or use the Service.
- 1.2. By accessing or using the Service you agree to be bound by these Terms. If you disagree with any part of the terms then you may not access the Service. You understand and agree that we will treat your use of the Service as acceptance of the Terms from that point onwards.
- 1.3. You may not use the Service and may not accept the Terms if (a) you are not of legal age to form a binding contract with us, or (b) you are a person who is either barred or otherwise legally prohibited from receiving or using the Service under the laws of the country in which you are resident or from which you access or use the Service.
- 1.4. You should print off or save a local copy of the Terms for your records.

2. Accounts

- 2.1. In order to access some features of the Service, you will have to create an account. When creating your account, you must provide accurate and complete information. It is important that you must keep your account password secure and confidential.
- 2.2. You must notify us immediately of any breach of security or unauthorised use of your account that you become aware of.
- 2.3. You agree that you will be solely responsible (to us, and to others) for all activity that occurs under your account.

3. Subscriptions

Some parts of the Service are billed on a subscription basis ("**Subscription(s)**"). You will be billed in advance on a recurring monthly or annual basis as may be agreed by us from time to time.

You may be asked to supply certain information relevant to your Subscription including, without limitation, your name, date of birth, gender, country of residence, address, employment details and payment information.

4. General Restrictions

We hereby grant you permission to access and use the Service, subject to the following express conditions, and you agree that your failure to adhere to any of these conditions shall constitute a breach of these Terms on your part:

- 4.1. you agree not to distribute any part of or parts of the Service, including but not limited to any Content, in any medium without our prior written authorisation, unless we makes available the means for such distribution through functionality offered by the Service (such as the Publish function);
- 4.2. you agree not to alter or modify any part of the Service;
- 4.3. you agree not to access Content through any technology or means other than the Service;
- 4.4. you agree not to (or attempt to) circumvent, disable or otherwise interfere with any security related features of the Service or features that (i) prevent or restrict use or copying of Content or (ii) enforce limitations on use of the Service or the content accessible via the Service;
- 4.5. you agree not to use the Service for any of the following commercial uses unless you obtain our prior written approval:
 - 4.5.1.the sale of access to the Service
 - 4.5.2.the sale of advertising, sponsorships or promotions placed on or within the Service, or Content;
 - 4.5.3.the sale of advertising, sponsorships or promotions on any page of an ad-enabled blog or website containing Content delivered via the Service unless other material not obtained from us appears on the same page and is of sufficient value to be the basis for such sales
- 4.6. if you use the Service on your website may not modify, build upon or block any portion or functionality of the Service including but not limited to links back to the Service;
- 4.7. you agree not to use or launch any automated system (including, without limitation, any robot, spider or offline reader) that accesses the Service in a manner that sends more request messages to our servers in a given period of time than a human can reasonably produce in the same period by using a publicly available, standard (i.e. not modified) web browser;
- 4.8. you agree not to collect or harvest any personal data of any user of the Service (and agree that this shall be deemed to include account names);
- 4.9. you agree not to use the Services for the solicitation of business in the course of trade or in connection with a commercial enterprise;
- 4.10. you agree not to solicit, for commercial purposes, any users of the Service with respect to their Content; and
- 4.11. you agree not to access Content or any reason other than your personal educational, non-commercial use solely as intended through and permitted by the normal functionality of the Service.
- 4.12. You shall not copy, reproduce, distribute, transmit, broadcast, display, sell, license, or otherwise exploit any Content for any other purposes without our prior written consent.

- 4.13. You agree that you will comply with all of the other provisions of the Terms at all times during your use of the Service.
- 4.14. We grant the operators of public search engines permission to use spiders to copy materials from the site for the sole purpose of creating publicly available searchable indices of the materials, but not caches or archives of such materials. We reserve the right to revoke these exceptions either generally or in specific cases.
- 4.15. You acknowledge and agree that the form and nature of the Service which we provide may change from time to time without prior notice to you. You acknowledge and agree that we may stop (permanently or temporarily) providing the Service (or any features within the Service) to you or to users generally at our sole discretion, without prior notice to you. You may stop using the Service at any time. You do not need to specifically inform us when you stop using the Service.
- 4.16. You agree that you are solely responsible for (and that we have no responsibility to you or to any third party for) any breach of your obligations under the Terms and for the consequences (including any loss or damage which we may suffer) of any such breach.

5. Content

- 5.1. Our Service allows you to create, modify, arrange, post, link, store, share and otherwise make available certain information, text, graphics, videos, or other material ("**Content**"). You are responsible for any third party intellectual rights claims that may arise as a result of your interaction with the Content.
- 5.2. Any creation or modifications of the Content that you make using the Service are our property and all rights other than rights of third parties shall immediately vest in us.
- 5.3. You understand and agree that you are solely responsible for the Content you interact with and the consequences of posting or publishing it. We do not endorse any Content or any opinion, recommendation, or advice expressed therein, and we expressly disclaim any and all liability in connection with Content.
- 5.4. You represent and warrant that you have (and will continue to have during your use of the Service) all necessary licenses, rights, consents, and permissions which are required to enable us to use the Content for the purposes of the provision of the Service, and otherwise to use the Content in the manner contemplated by the Service and these Terms.
- 5.5. You agree that you will not post or upload any Content which contains material which it is unlawful for you to possess in the country in which you are resident or the country in which you publish it, or which it would be unlawful for us to use or possess in connection with the provision of the Service.
- 5.6. You agree that Content you publish, create or modify within the Service will not contain any third party copyright material, or material that is subject to other third party proprietary rights (including rights of privacy or rights of publicity), unless you have a formal licence or permission from the rightful owner, or are otherwise legally entitled, to post the material in question and to grant us the rights referred to in paragraph 5.2 above.
- 5.7. On becoming aware of any potential violation of these Terms, we reserve the right (but shall have no obligation) to decide whether Content complies with the content requirements set out in these Terms and may remove such Content and/or terminate a user's access for

uploading Content which is in violation of these Terms at any time, without prior notice and at our sole discretion.

- 5.8. You further understand and acknowledge that in using the Service, you may be exposed to Content that is factually inaccurate, offensive, indecent, or otherwise objectionable to you. You agree to waive, and hereby do waive, any legal or equitable rights or remedies you have or may have against us with respect to any such Content.
- 5.9. We operate a clear copyright policy in relation to any Content that is alleged to infringe the copyright of a third party. You can submit copyright complaint to info@edstories.fr.

6. Links To Other Web Sites

Our Service may contain links to third-party web sites or services that are not owned or controlled by us.

We have no control over, and assume no responsibility for, the content, privacy policies, or practices of any third party web sites or services. You further acknowledge and agree that we shall not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with use of or reliance on any such content, goods or services available on or through any such web sites or services.

7. Exclusion of Warranties

- 7.1. Nothing in the Terms shall affect any statutory rights that you are always entitled to as a consumer and that you cannot contractually agree to alter or waive.
- 7.2. The Service is provided "as is" and we make no warranty or representation to you with respect to them.
- 7.3. In particular we do not represent or warrant to you that:
 - 7.3.1. your use of the Service will meet your requirements,
 - 7.3.2. your use of the Service will be uninterrupted, timely, secure or free from error,
 - 7.3.3. any information obtained by you as a result of your use of the Service will be accurate or reliable, and
 - 7.3.4. that defects in the operation or functionality of any software provided to you as part of the Service will be corrected.
- 7.4. No conditions, warranties or other terms (including any implied terms as to satisfactory quality, fitness for purpose or conformance with description) apply to the Service except to the extent that they are expressly set out in the Terms.

8. Limitation of Liability

- 8.1. Nothing in these Terms shall exclude or limit our liability for losses which may not be lawfully excluded or limited by applicable law.
- 8.2. Subject to the overall provision in paragraph 8.1 above we shall not be liable to you for:
 - 8.2.1. any indirect or consequential losses which may be incurred by you. This shall include; (i) any loss of profit (whether incurred directly or indirectly); (ii) any loss of goodwill or business reputation; (iii) any loss of opportunity; or (iv) any loss of data suffered by you;
 - 8.2.2. any loss or damage which may be incurred by you as a result of:
 - 8.2.3. any reliance placed by you on the completeness, accuracy or existence of any advertising, or as a result of any relationship or transaction between you and any advertiser or sponsor whose advertising appears on the Service;
 - 8.2.4. any changes which we may make to the Service, or for any permanent or temporary cessation in the provision of the Service (or any features within the Service);
 - 8.2.5. the deletion of, corruption of, or failure to store, any Content and other communications data maintained or transmitted by or through your use of the Service;
 - 8.2.6. your failure to provide us with accurate account information;
 - 8.2.7. your failure to keep your password or account details secure and confidential.
- 8.3. The limitations on our liability to you in paragraph 8.2 above shall apply whether or not we have been advised of or should have been aware of the possibility of any such losses arising.

9. General legal terms

- 9.1. The Terms constitute the whole legal agreement between you and us and govern your use of the Service and completely replace any prior agreements between you and us in relation to the Service. All other terms of service that we and any of our affiliates may have in place from time to time are expressly excluded from the Terms.
- 9.2. You agree that we may provide you with notices, including those regarding changes to the Terms, by email, regular mail, or postings on the Service.
- 9.3. You agree that if we do not exercise or enforce any legal right or remedy which is contained in the Terms (or which we have the benefit of under any applicable law), this will not be taken to be a formal waiver of our rights and that those rights or remedies will still be available to us.
- 9.4. If any court of law, having the jurisdiction to decide on this matter, rules that any provision of these Terms is invalid, then that provision will be removed from the Terms without affecting the rest of the Terms. The remaining provisions of the Terms will continue to be valid and enforceable.
- 9.5. You acknowledge and agree that each member of the group of companies of which we are a part shall be third party beneficiaries to the Terms and that such other companies shall be entitled to directly enforce, and rely upon, any provision of the Terms which confers a benefit on (or rights in favour of) them. Other than this, no other person or company shall be a third party beneficiary of the Terms.
- 9.6. The Terms, and your relationship with us under the Terms, shall be governed by English law. You and us agree to submit to the exclusive jurisdiction of the courts of England to resolve any legal matter arising from the Terms. Notwithstanding this, you agree that we shall still be

allowed to apply for injunctive remedies (or other equivalent types of urgent legal remedy) in any jurisdiction.

10. Changes

We reserve the right, at our sole discretion, to modify or replace these Terms at any time. If a revision is material we will try to provide at least 30 (change this) days' notice prior to any new terms taking effect. What constitutes a material change will be determined at our sole discretion.

11. Contact Us

If you have any questions about these Terms, please contact us at info@edstories.fr.

12. Privacy

We respect your privacy and are committed to protecting your personal data. This privacy notice will inform you as to how we look after your personal data when you use the Services. This privacy notice is an integral part of the Terms.

12.1. Important information and who we are

Purpose of this privacy notice

This privacy notice aims to give you information on how we collect and processes your personal data through your use of this Service. It is important that you read this privacy notice together with any other privacy notice or fair processing notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This privacy notice supplements the other notices and is not intended to override them.

Controller

Edstories SAS is the controller and responsible for your personal data.

Contact details

We have appointed a data privacy manager who is responsible for overseeing questions in relation to this privacy notice. If you have any questions about this privacy notice, including any requests to exercise your legal rights, please contact the data privacy manager using the details set out below:

Full name of legal entity: Edstories SAS

Email address: info@edstories.fr

You have the right to make a complaint at any time to the Commission Nationale de l'Information et des Libertés (“CNIL”), the French supervisory authority for data protection issues (www.cnil.fr/english/). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

Changes to the privacy notice and your duty to inform us of changes

This version was last updated on the date stated above and historic versions can be obtained by contacting us.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

12.2. The data we collect about you

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together follows:

- Identity Data includes first name, maiden name, last name, username or similar identifier, marital status, title, date of birth and gender.
- Contact Data includes billing address, delivery address, email address and telephone numbers.
- Financial Data includes bank account and payment card details.
- Transaction Data includes details about payments to and from you and other details of products and services you have purchased from us.

- Technical Data includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website.
- Profile Data includes your username and password, purchases or orders made by you, your interests, preferences, feedback and survey responses.
- Usage Data includes information about how you use our Service.
- Marketing and Communications Data includes your preferences in receiving marketing from us and our third parties and your communication preferences.

We also collect, use and share Aggregated Data such as statistical or demographic data for any purpose. Aggregated Data may be derived from your personal data but is not considered personal data in law as this data does not directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a feature. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy notice.

We do not collect any Special Categories of Personal Data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

If you fail to provide personal data

Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with goods or services). In this case, we may have to cancel a product or service you have with us but we will notify you if this is the case at the time.

12.3. How is your personal data collected?

We use different methods to collect data from and about you including through:

- Direct interactions. You may give us your Identity, Contact and Financial Data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:
 - apply for our services;
 - request marketing to be sent to you;
 - complete our questionnaires;
 - make a payment through our website; or
 - give us some feedback.
- Automated technologies or interactions. As you interact with our website, we may automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, server logs and other similar

technologies. We may also receive Technical Data about you if you visit other websites employing our cookies. Please see our cookie policy for further details.

- Third parties or publicly available sources. We may receive personal data about you from various third parties and public sources as set out below:
 - Technical Data from the following parties:
 - analytics providers such as Google based outside the EU;
 - advertising networks such as Google based outside the EU; and
 - search information providers such as Google based outside the EU.
 - Contact, Financial and Transaction Data from providers of technical, payment and delivery services such as Paypal based outside the EU.
 - Identity and Contact Data from data brokers or aggregators such as Google based outside the EU.
 - Identity and Contact Data from publicly available sources such as Companies House and the Electoral Register based inside the EU.

12.4. How we use your personal data

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Where we need to perform the contract we are about to enter into or have entered into with you.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal or regulatory obligation.

Purposes for which we will use your personal data

We have set out below, in a table format, a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact us if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out in the table below.

| Purpose/Activity | Type of data | Lawful basis for processing including basis of legitimate interest |
|-----------------------------------|-----------------------------|--|
| To register you as a new customer | (a) Identity (b) Contact | Performance of a contract with you |

| | | |
|--|--|---|
| <p>To process and deliver your Subscription including:</p> <p>(a) Manage payments, fees and charges</p> <p>(b) Collect and recover money owed to us</p> | <p>(a) Identity (b) Contact (c) Financial (d) Transaction (e) Marketing and Communications</p> | <p>(a) Performance of a contract with you (b) Necessary for our legitimate interests (to recover debts due to us)</p> |
| <p>To manage our relationship with you which will include:</p> <p>(a) Notifying you about changes to our terms or privacy policy (b) Asking you to leave a review or take a survey</p> | <p>(a) Identity (b) Contact (c) Profile (d) Marketing and Communications</p> | <p>(a) Performance of a contract with you (b) Necessary to comply with a legal obligation (c) Necessary for our legitimate interests (to keep our records updated and to study how customers use our products/services)</p> |
| <p>To administer and protect our business and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)</p> | <p>(a) Identity (b) Contact (c) Technical</p> | <p>(a) Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise) (b) Necessary to comply with a legal obligation</p> |
| <p>To deliver relevant website Content and advertisements to you and measure or understand the effectiveness of the Content and advertising we serve to you and other users</p> | <p>(a) Identity (b) Contact (c) Profile (d) Usage (e) Marketing and Communications (f) Technical</p> | <p>Necessary for our legitimate interests (to study how customers use our products/services, to develop them, to grow our business and to inform our marketing strategy)</p> |
| <p>To use data analytics to improve our website, products/services, marketing, customer relationships and experiences</p> | <p>(a) Technical (b) Usage</p> | <p>Necessary for our legitimate interests (to define types of customers for our products and services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy)</p> |
| <p>To make suggestions and recommendations to you about Content, goods or</p> | <p>(a) Identity (b) Contact</p> | <p>Necessary for our legitimate interests (to develop our</p> |

| | | |
|---|---|--|
| services that may be of interest to you | (c) Technical (d) Usage (e) Profile | products/services and grow our business) |
|---|---|--|

We may use your Identity, Contact, Technical, Usage and Profile Data to form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which products, services and offers may be relevant for you (we call this marketing).

Opting out

You can ask us or third parties to stop sending you marketing messages at any time by contacting us at any time.

Where you opt out of receiving these marketing messages, this will not apply to personal data provided to us as a result of a product/service purchase, warranty registration, product/service experience or other transactions.

Cookies

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this Service may become inaccessible or not function properly.

Change of purpose

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us.

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

12.5. Disclosures of your personal data

We may have to share your personal data with the parties set out below for the purposes set out in the table in paragraph 12.4 above.

External Third Parties External Third Parties such as the (i) relevant tax authorities, regulators and other authorities acting as processors or joint controllers based in France who require reporting of processing activities in certain circumstances, (ii) Service providers including Google Analytics acting as processors based in the USA who use data analytics to improve our Service, marketing, customer relationships and experiences, (iii) Online payment service providers including PayPal, Adyen and Stripe acting as processors based in the USA which facilitate payment transactions, (iv) Third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy notice.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

12.6. International transfers

Some of our external third parties are based outside the European Economic Area (EEA) so their processing of your personal data will involve a transfer of data outside the EEA.

Whenever we transfer your personal data out of the EEA, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:

We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission. For further details, see European Commission: Adequacy of the protection of personal data in non-EU countries: https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/adequacy-protection-personal-data-non-eu-countries_en

Where we use certain service providers, we may use specific contracts approved by the European Commission which give personal data the same protection it has in Europe. For further details, see European Commission: Model contracts for the transfer of personal data to third countries: https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/model-contracts-transfer-personal-data-third-countries_en

Where we use providers based in the US, we may transfer data to them if they are part of the Privacy Shield which requires them to provide similar protection to personal data shared between the Europe and the US. For further details, see European Commission: EU-US Privacy Shield: https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/eu-us-privacy-shield_en

Please contact us if you want further information on the specific mechanism used by us when transferring your personal data out of the EEA.

12.7. Data security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

12.8. Data retention

How long will you use my personal data for?

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances you can ask us to delete your data: see Request erasure below for further information.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

12.9. Your legal rights

Under certain circumstances, you have rights under data protection laws in relation to your personal data.

If you wish to exercise any of the rights set out below, please contact us.

You have the right to:

- Request access to your personal data (commonly known as a “**data subject access request**”). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

- Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.
- Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.
- Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data's accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.
- Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.
- Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

No fee usually required

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Time limit to respond

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.