

Privacy Policy

This Website (www.xoserve.com) is brought to you by Xoserve Limited. We take the privacy of our website users very seriously. We ask that you read this Privacy Policy ("the Policy") carefully as it contains important information about how we will use your personal information. For the purposes of the Data Protection Act 1998 Xoserve Limited ("we", "us" or "our") is the data controller (i.e. the company who is responsible for and controls the processing of your personal information).

Our use of any information we collect about you when you visit the Website will be governed by this Privacy Policy. This Privacy Policy should be read in conjunction with the [Terms and Conditions of Use of the Website](#).

Personal Information Collection in connection with the Website

We typically collect personal information when you use the Website for the following

- to use or access our services,
- make customer enquiries or send other communications,
- submit online forms;
- submit job applications
- register to receive information or other services from us; or
- when you respond to communications from us (such as questionnaires or surveys).

The types of personal information collected when you do any of the above could include, for example,

- your name and postal address,
- telephone and fax numbers,
- email address.

Where you register interest in working to us or apply for a position with us using the Website then the personal information we collect could also include: details of your education and employment history as described on your CV together with salary information and additional personal information that you may choose to provide to us.

How we use your personal information

We will use your personal information for the purposes described to you at the time you provided your data to us. These purposes include: -

- Responding to and keeping a record of any of your enquiries, requests for information (including responding to requests to receive information about job opportunities) or other communications from you;
- Providing services you have requested;
- If you apply to work for us, processing your application;
- Performing any contract between you and us;
- Maintaining relevant databases;
- Sending Newsletters or information about our work and services;
- Any other processing for which you have given your consent;
- Enforcing the terms of any contract between you and us, including our Website Terms and Conditions of Use; and/or
- Any processing required by any law or regulation and/or requested by regulatory bodies or law enforcement organisations.

Disclosure of Your Information

Your information may, strictly for the purposes described above, be disclosed to any or all of the following:

- our employees, contractors or other personnel;
- third party service providers who use your personal information to provide services to us;
- as necessary in order to investigate, respond to, and address any issues raised by, any complaint made by you;
- as otherwise stated when your information was provided or collected; and/or
- as otherwise required to enforce the terms of any contract between you and us or to comply with legal or regulatory obligations or requests;
- auditors, contractors or other professional advisers of Xoserve;
- shareholders, officers or directors of Xoserve; and
- gas transporters.

Marketing and Opting In

We will only contact you by e-mail about our work and its progress if you have asked us to do so. If you have changed your mind and would prefer us not to contact you, then you can opt out at any time. See further "Your Rights" below.

Use of Cookies in Connection with the Website

We use cookies on the Website to distinguish you from other users of the Website. This helps us to provide you with a good experience when you browse the Website and also allows us to improve and monitor use of the Website. The [Cookie Policy](#) explains what cookies are, how we use them and what benefits they bring.

Information Security

We will use technical and organisational measures to safeguard your personal information. Whilst we will use all reasonable efforts to safeguard your personal data, you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that are transferred from you or to you via the internet.

Updating Your Details in connection with the Website

If any of the information that you have provided to us changes, please let us know the correct details by sending an e-mail to box.xoserve.webpublishingsupport@xoserve.com.

Use Of Your Personal Information Submitted To Other Website

Xoserve cannot be responsible for the privacy policies and practices of other non-Xoserve websites even if you accessed the third party website using links from our Website or you linked to our Website from a third party website.

We recommend that you check the policy of each website you visit and contact the owner or operator of such website if you have any concerns or questions.

We may need to transfer your personal information to countries located outside of the European Economic Area for the purposes of providing our services to you. Rest assured that we will always ensure any such transfer is subject to appropriate security measures to safeguard your personal information.

Your Rights In Relation To Your Information

You can write to us at any time to request a copy of your personal information and to have any inaccuracies corrected. Where appropriate, you may also ask to have your personal information erased.

Please write to: Xoserve Limited

Legal Department

65 New Road

Solihull

B91 3DL

Tel: 0121 623 2303

We will require proof of your identity before responding to any request from you. If you have requested a copy of your information, Xoserve may charge you £10 to cover the administration costs of providing that copy to you.

In addition, if you have any enquiry about Xoserve's Privacy Policy or data protection practices, please write to the Legal Department at the above address.

We may change this Privacy Policy from time to time. You should check this policy occasionally to ensure you are aware of the most recent version that will apply each time you access the Website.

These terms shall be governed by and construed in accordance with the laws of England and you and we agree to submit to the exclusive jurisdiction of the courts of England and Wales.