

Privacy Policy

Last Update: February 17th 2020

This privacy policy is for this website www.payment-assist.co.uk and served by Payment Assist LTD and governs the privacy of its users who choose to use it.

The policy sets out the different areas where user privacy is concerned and outlines the obligations & requirements of the users, the website and website owners. Furthermore, the way this website processes, stores and protects user data and information will also be detailed within this policy.

The Website

This website and its owners take a proactive approach to user privacy and ensure the necessary steps are taken to protect the privacy of its users throughout their visiting experience. This website complies to all UK national laws and requirements for user privacy.

Cookie Policy

This website uses cookies to better the users experience while visiting the website. Where applicable this website uses a cookie control system allowing the user on their first visit to the website to allow or disallow the use of cookies on their computer / device. This complies with recent legislation requirements for websites to obtain explicit consent from users before leaving behind or reading files such as cookies on a user's computer / device.

The cookies in use to deliver Google Analytics service are described in the table below.

| Cookie | Title | Description |
|---|------------------|--|
| __utma __utmb __utmc __utmv __utmz _ga _gat_* _gid | Google Analytics | <p>These cookies are used to store information, such as what time your current visit occurred, whether you have been to the site before, and what site referred you to the web page.</p> <p>These cookies contain no personally identifiable information but they will use your computer's IP address to know from where in the world you are accessing the Internet.</p> <p>Google stores the information collected by these cookies on servers in the United States. Google may transfer this information to third-parties where required to do so by law, or where such third-parties process the information on Google's behalf.</p> |

| | | |
|--------------------------------|-------------------------------|---|
| paSession csrfToken | Payment Assist Application | These cookies are used to store a pointer (ID string) to your current browser session. We do not store any actual session data within this Cookie. All session data is stored within the UK and remains encrypted during transit and at rest. |
| __lc.* lc_* | Live Chat | The cookies are used by our Live Chat software operator (Live Chat, Inc.) to maintain your session information on their servers. Only information you directly supply to the Live Chat widget is stored by them (for example, your name or email address if you choose to share it). Live Chat, Inc. stores the information collected by these cookies on servers in the United States, along with the contents of your chat logs with our support agents. They may transfer this information to third-parties where required to do so by law, or where such third-parties process the information on their behalf. |

Opt-out

In order to provide website visitors with more choice on how data is collected by Google Analytics, Google has developed the Google Analytics Opt-out Browser Add-on. The add-on communicates with the Google Analytics JavaScript (ga.js) to stop data being sent to Google Analytics. The Google Analytics Opt-out Browser Add-on does not affect usage of the website in any other way. A link to further information on the Google Analytics Opt-out Browser Add-on is provided below for your convenience.

<http://tools.google.com/dlpage/gaoptout?hl=None>

For more information on the usage of cookies by Google Analytics please see the Google website. A link to the privacy advice for this product is provided below for your convenience.

<http://www.google.com/analytics/learn/privacy.html>

Disabling Cookies

If you would like to restrict the use of cookies you can control this in your Internet browser. Links to advice on how to do this for the most popular Internet browsers are provided below for convenience and will be available for the Internet browser of your choice either online or via the software help (normally available via key F1).

Internet Explorer

<http://windows.microsoft.com/en-GB/windows7/Block-enable-or-allow-cookies>

Google Chrome

https://support.google.com/chrome/bin/answer.py?hl=en-B&answer=95647&p=cpn_cookies

Mozilla Firefox

<http://support.mozilla.org/en-US/kb/Blocking%20cookies>

Apple Safari

<http://docs.info.apple.com/article.html?artnum=32467>

Contact & Communication

Users contacting this website, and/or its owners do so at their own discretion and provide any such personal details requested at their own risk. Your personal information is kept private and stored securely until a time it is no longer required or has no use, as detailed in the Data Protection Act 1998. Every effort has been made to ensure a safe and secure form to email submission process but advise users using such form to email processes that they do so at their own risk.

This website and its owners use any information submitted to provide you with further information about the products / services they offer or to assist you in answering any questions or queries you may have submitted. This includes using your details to subscribe you to any email newsletter program the website operates but only if this was made clear to you and your express permission was granted when submitting any form to email process. Or whereby you the consumer have previously purchased from or enquired about purchasing from the company a product or service that the email newsletter relates to. This is by no means an entire list of your user rights in regard to receiving email marketing material. Your details are not passed on to any third parties.

Social Media Platforms

Communication, engagement and actions taken through external social media platforms that this website and its owners participate on are custom to the terms and conditions as well as the privacy policies held with each social media platform respectively.

Users are advised to use social media platforms wisely and communicate / engage upon them with due care and caution in regard to their own privacy and personal details. This website nor its owners will ever ask for personal or sensitive information through social media platforms and

encourage users wishing to discuss sensitive details to contact them through primary communication channels such as by telephone or email.

This website may use social sharing buttons which help share web content directly from web pages to the social media platform in question. Users are advised before using such social sharing buttons that they do so at their own discretion and note that the social media platform may track and save your request to share a web page respectively through your social media platform account.

Shortened Links in Social Media

This website and its owners through their social media platform accounts may share web links to relevant web pages. By default, some social media platforms shorten lengthy urls [web addresses] (this is an example: <http://bit.ly/zyVUBo>).

Users are advised to take caution and good judgement before clicking any shortened urls published on social media platforms by this website and its owners. Despite the best efforts to ensure only genuine urls are published many social media platforms are prone to spam and hacking and therefore this website and its owners cannot be held liable for any damages or implications caused by visiting any shortened links.

Payment Assist will sometimes send you shortened links via SMS communications; these will always use either goo.gl (Google's URL shortener) or payassi.st (our own private URL shortener).

Resources & Further Information

Data Protection Act 1998

Privacy and Electronic Communications Regulations 2003

Privacy and Electronic Communications Regulations 2003 – The Guide

Twitter Privacy Policy

Facebook Privacy Policy

Google Privacy Policy

Mailchimp Privacy Policy