

Community Fibre Limited

Customer Terms & Conditions



These pages set out information about us and the legal Terms & Conditions for the services provided by us.

These Terms & Conditions (together with any documents expressly referred to in them) will apply to any contract between us for the provision of services to you.

Please read these Terms & Conditions carefully and make sure you understand them, before ordering any services from us. By placing an order for services with us, you agree to be bound by these Terms & Conditions.

About Us

This service is delivered to you by Community Fibre Limited (CFL), a company registered in England and Wales under company number 07413288 whose registered office is at 32 Page Street, London, SW1P 4EN.

You can contact us by sending us an e-mail at hello@communityfibre.co.uk.

Our Services

We offer Broadband services (the “**Services**”) which are described in more detail at www.communityfibre.co.uk (the “**Website**”).

All our Services are subject to availability and are only provided within buildings and/or properties that have been pre-wired to work with our Services. We will inform you by email as soon as possible if the Services you have ordered are not available to you.

Our Services are provided solely for private and domestic use by you (and if applicable, members of your household). Our Services are designed with a private and domestic user in mind and not a commercial or business user. Should you choose to use our services for any commercial or business purposes, you do so entirely at your own risk and we cannot accept any liability which results from such use. Our services must not be used for any unlawful purposes. For further guidance on how our Services may be used please refer to our Usage Policy below.

In order to provide the Services to you, we may select and at any time change any carrier or other service provider used for the provision of the Services.

When using our Services, you must comply at all times with the Usage Policy.

Registration

To order Services from us, you will need to register with us. If you would like to register for our services then please use the contact details on our Website at www.communityfibre.co.uk.

Our registration and order process allows you to check and amend any errors before submitting them to us. Please take the time to read and check your registration and any orders at each stage of the registration and order process.

As part of the registration process we may perform a credit check on you, the results of the credit check if not favourable may limit the choice of Services we are able to provide to you.

By registering with us you represent that you:

- are at least 16 years old;
- the Services are for your personal or household use only and that you will comply at all times with these Terms & Conditions; and
- will provide and maintain true, accurate, current, and complete information about yourself when registering with us and update such information as necessary to keep it current;

After you place an order for Services from us, we will confirm our acceptance to you by providing you with an order acceptance form that confirms among other things that your order has been accepted, the details of any payments and setting out the dates between which the Services will be provided to you (“**Confirmation**”).

The contract between you and us will only be formed once we send the Confirmation to you and incorporates these Terms & Conditions (“**Contract**”). If we are unable to provide all or part of the Services to you, we will inform you of this and will not process that part of your order.

Payment

The prices of our Services will be as quoted on our Website or by our sales staff and may change from time to time.

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Depending on the Services which you order, you may be charged a subscription and other charges for the package of Services in advance from the date set out in your Confirmation. Any charges for additional Services which you order may be charged to you in arrears, as detailed in your Confirmation. Your payment option may also include a connection fee which is due upon ordering the Services.

We may collect the payments from you by direct debit or by using any of the credit or debit card details you have provided to us when registering.

We may increase the charges at any time by giving you one month's notice. You are entitled to cancel the Services, if you are not happy to agree to such increase in our charges. Please see the "Cancellation" section of these Terms & Conditions for further details.

Where you request additional equipment from us, such equipment will be charged to you according to our price list or leased to you on a monthly charge basis.

You agree that you are liable for any charges on your account regardless of whether you or anybody else (with or without your permission) runs up those charges (unless the charges result from fraud by someone else which you could have had no control over). If you do become aware of any fraud by someone else, you must tell us as quickly as you can. Under no circumstances should you give your passwords to anybody else (unless you're happy for them to use your account and add charges on your account). You will be liable for any charges incurred by anyone who orders services and additional services as a result of accessing your account (i.e. your family members and friends visiting your home) and anyone you have given your account passwords to.

Where you have been asked to pay a connection fee and not a monthly subscription you will be given an expiry date when you select the service. The connection fee entitles you to use the Services until the expiry date and cannot be cancelled, subject to "Cancellation" in the section below.

Cancellation

As a consumer, you have a legal right to cancel your Contract during the period of 14 calendar days from the day after the date of your Confirmation ("**Cooling off Period**"). A working day means a day which is not a Saturday, Sunday or a public holiday in England and Wales.

This means that during this period if you change your mind or for any other reason you decide you do not want to order the Services, you can notify us of your decision to cancel the Contract and receive a refund.

To cancel the Contract, you must contact us in writing at Community Fibre Customer Services, 32 Page Street, London, SW1P 4EN. You may wish to keep a copy of your notice of cancellation for your own records.

If you decide to cancel the Contract within the Cooling off Period, you will receive a full refund of any charges you have already paid for the Services (less any charges in respect of Services which you have used) and we will process the refund due to you as soon as possible and, in any case, within 30 calendar days from your notice of cancellation.

After the Cooling off Period has expired, you may only cancel the Contract on 30 calendar days' notice.

If you choose to cancel the Contract before the expiry of your Services (as set out in your Confirmation) a cancellation fee equivalent to 100% of the remaining balance will be payable.

You will not be charged a cancellation fee, where you are cancelling because we have notified you that we intend to change the Services we provide to you or to increase the price of the Services.

Where we have breached these Terms & Conditions, you are free to cancel the Contract between us at any time. We would like the chance to put things right first and so we'd ask you to give us reasonable time to do that before you cancel your Contract.

We may cancel the Contract or suspend the provision of Services to you immediately on notice to you if:

- you fail to pay any charges due to us;
- you breach these Terms & Conditions, or any document expressly referred to in them;
- you become bankrupt, enter into any arrangement with your creditors, or if any legal action is taken or threatened against your property;
- we have reason to believe that you have provided us with false, inaccurate or misleading information;
- we have reason to believe that your equipment has become compromised by a computer virus or other malicious code;

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- any permission under which we are entitled to connect, maintain, modify or replace the equipment required to provide the Services to you is ended for any reason; or
- we are required to comply with an order, instruction or request of government, an emergency services organisation or other competent administration or regulatory authority.

Where we cancel the Contract due to your fault, we will be entitled to charge you the balance of the subscription (if this applies) or the usage charges (or both) that you would have paid for the rest of the minimum period of the relevant Services in addition to any other charges you are liable to pay under this Contract.

If we discover that you have used Services from us without our permission at any time, we will also be entitled to charge you for any subscription or usage charges relating to those Services.

Equipment

You are responsible for ensuring that any equipment which you use to connect to our Services meets the minimum specifications (if any) detailed on our Website, is in good working order and conforms at all times with all applicable regulations and laws.

You are responsible for taking appropriate measures to keep your equipment and data secure when it is connected to our network. You agree to provide us with information about your equipment that we reasonably request.

Where we provide equipment to you in relation to the Services, you agree to take all reasonable care to prevent the loss, theft and damage of our equipment, to keep the equipment at all times under your control and possession and not to remove the equipment from your home.

You agree to tell us immediately about any loss or damage to any part of our equipment. You agree that you are responsible for any loss of or damage to the equipment, regardless of how it happens. We will charge you for any loss of or damage to the equipment.

Where we provide equipment to you that does not have a manufacturer's guarantee, we warrant that on delivery and for a period of 12 months from delivery, the equipment will be free from material defects, save for:

- any fair wear and tear;
- any wilful damage, abnormal storage or working conditions, accident, negligence by you or by any third party;
- if you fail to operate or use the equipment in accordance with its user instructions; or
- any alteration or repair by you or by a third party not authorised by us.

Liability

If we fail to comply with these Terms & Conditions, we are responsible for loss or damage you suffer that is a foreseeable result of our breach of these Terms & Conditions or our negligence, except for those losses excluded by these Terms & Conditions.

Loss or damage is foreseeable if they were an obvious consequence of our breach or if they were contemplated by you and us at the time of entering into the Contract.

We have no liability to you for any loss of profit, loss of business, business interruption or loss of business opportunity.

While we endeavour to provide a high quality fault-free service at all times we are not able to guarantee that there will be no disruption to the Services we provide nor that the Services will conform to specific levels of performance. In all cases where this is due to circumstances or situations beyond our reasonable control, we cannot accept responsibility for failure to provide the Services.

Although we take precautions, we cannot guarantee the accuracy or completeness of the content that we provide to you including any programme guide. The content may not be suitable for viewing or use by persons of all ages. For this reason, it is your responsibility to ensure that the content viewed or used is suitable for those viewing it (including children).

We do not in any way exclude or limit our liability for death or personal injury caused by our negligence, fraud or fraudulent misrepresentation, or for any other liability which we cannot by law limit or exclude.

Our maximum liability to you under this agreement is one month's Service subscription fee.

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Changes

We may revise these Terms & Conditions and the Services which we provide from time to time. If you are unhappy with the changes, you may be entitled to cancel the Contract. Please refer to the "Cancellation" section above.

To protect our network and maintain quality of service for all our users we can temporarily or permanently control or restrict your online activities where such activities may have a detrimental effect on other customers' quality of service and it is reasonable for us to do so (e.g. sending "spam" messages or hosting a Website).

Some services are supplied by other content owners. As a result, we may, due to matters outside our reasonable control or for commercial or contractual reasons, change the content available to you without notice. Wherever possible we will give you reasonable notice of any changes.

We reserve the right to monitor and control data volume and/or types of traffic transmitted via the Services. In the event that you exceed any usage allowance applicable to your Internet access or your use does not comply with our Usage Policy, we reserve the right (at our sole discretion) to reduce, suspend or terminate your Services.

During any time of reduction or suspension, you will remain liable for the payment of your original level of subscription charge. We also reserve the right (at our sole discretion) to re-grade your Internet access to a different speed and/or usage allowance at the appropriate charge. If we make such changes we will notify you as soon as possible.

We may at any time change, replace or withdraw the selection of Services available. For example we can vary the maximum speeds of your chosen package.

We will give you at least 30 calendar days' notice if we make any material changes to our Services. If we withdraw a package of Services entirely, we will move you to the closest equivalent package unless you notify us of a particular package choice within one calendar month of receiving the notification.

Ownership

Where we provide equipment for use with our Services, this equipment remains ours at all times and where we need to alter and/or replace this device from time to time you agree to provide reasonable access for us to do so.

Any Internet address allocated by us to you will at all times belong to us and you may not sell or agree to transfer the number to any person. You will have a non-transferable licence to use such Internet address whilst you receive Internet access from us. In the event the Contract is terminated, for whatever reason, your licence to use the Internet address shall automatically terminate and thereafter you will not be able to use the Internet address.

Intellectual Property Rights

The services that we provide to you are limited to that of the provision of Broadband Internet Access via our equipment, namely a Broadband router. By itself, this does not allow storage or copying of copyright material.

We would however remind you that should you use our services in order to access any TV or radio programmes or such other content which is covered by third party copyright, then you need to carefully consider whether or not you are permitted to copy or record such content as this could be in breach of copyright.

Ownership of all intellectual property rights in the equipment and any and all software or hardware systems required to use and operate, or which form part of, any of the Services are the exclusive property of us or our licensors.

Your right to use the equipment and any such software and hardware systems are subject always to these Terms & Conditions and you agree not to use the equipment and any such software and hardware systems for any purpose other than using and accessing the Services. You have no right whatsoever to copy, adapt, reverse engineer, decompile, disassemble, modify or adapt the equipment or any such software and hardware systems in whole or in part.

Support

You will be given access to our Service Desk via telephone or email. Our contact number is 0800 082 0770 and our email is hello@communityfibre.co.uk. Our Service Desk provides assistance with registration and access problems that may arise as a result of network issues relating to the Services. Any calls to the Service Desk may be recorded or monitored for training and other purposes.

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The Service Desk Support does not include support of hardware or software installed on your PC or of other hardware that you own. Issues of such a nature will not be logged with the Service Desk and you are responsible for obtaining such support at your own cost.

Installation and Maintenance

Where we have not installed all the equipment needed to provide the Services, you agree to provide reasonable access to do so. We try to meet the time and day which we agree with you however if we need to change the time and/or date we will notify you of the changes as soon as possible.

You may need to be present during the installation. If this is not possible, then you need to ensure that someone aged 18 or over, is at your address to allow us access.

You authorise us to install and keep installed our equipment in your dwelling and you agree that we and our employees, agents or contractors may enter your home so that we can: carry out any work that is necessary for us to connect, maintain, alter, replace or remove any equipment necessary for us to supply the services that you and others have asked for; and inspect any equipment (such as your TV or computer) including our equipment which you may keep there.

We agree to cause as little disturbance as reasonably possible when carrying out any work at your dwelling. We agree to repair, to your reasonable satisfaction, any damage that we, our agents or contractors may cause at your home.

You agree not to do anything, or allow anything to be done, at your home / room that may cause damage to or interfere with the equipment or prevent use or easy access to it.

You confirm that you are:

- the current occupier of the dwelling; and
- either the freeholder of the dwelling or a tenant.

If you are a tenant with less than 12 months' lease, please ensure that you will be able to meet the minimum period of the Contract, for example by choosing Services with a shorter contract period.

We may modify or temporarily suspend the Services, or part of them, to the extent necessary for us to carry out maintenance, technical repair, enhancement or emergency work. We will try to minimise the impact of this on your use of the Services and we will restore the Services to you as soon as we can. Where possible, we will notify you if this occurs.

You agree that you will tell us about any fault in the Services by phoning or emailing us or by reporting through our Website. We will aim to respond as promptly as possible. In many circumstances it is possible to correct a fault over the phone. If this is not possible, we will send a technician to correct the fault.

Complaints and Disputes

At Community Fibre we aim to provide you with the best level of service possible. If you feel we have fallen short of this aim then please let us know. We'll work with you to put things right and we will always try to use your feedback to improve things where we can.

If you are unhappy with our service then please let us know by giving us a call on Freephone 0800 082 0770 or e-mail us at hello@communityfibre.co.uk. If you prefer to write then please send us a letter at Community Fibre Customer Services, 32 Page Street, London, SW1P 4EN.

Our preference is for you to call us as we will try to resolve your complaint during the initial call. If this is not possible we will agree a course of action with you and provide you, where possible, with clear timeframes and next steps for the resolution of your complaint.

If you are not satisfied with the way your complaint has been dealt with or the proposed next steps then you can ask to escalate the issue to one of the company Directors. A Director may be available to speak to you immediately or they may call you back at a time that suits both of you. In the event that a Director has to call you back, you can help us by letting us know which daytime and evening contact numbers work best for you.

If, after speaking to the Director, you feel we have still not dealt with your complaint appropriately, please ask for your complaint to be reviewed by the Chief Executive. The Chief Executive will review your case and send you a message with their findings and proposed resolution. They will also provide you with a reference number which you can use to refer your complaint to independent adjudication.

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If we have failed to reach an agreed resolution within eight weeks of receiving your complaint or you receive a reference number from our Chief Executive then you have the option of referring your complaint for independent consideration to CISAS (the Communications and Internet Service Adjudication Scheme) of which Community Fibre is a member. CISAS will take evidence from both you and Community Fibre, and will make an independent decision based purely on the merits of the case.

Contact details for CISAS are as follows:

CISAS, 70 Fleet Street, London, EC4Y 1EU
020 7520 3827
info@cisas.org.uk

General

We can transfer our rights or obligations under the Contract between us to any company, firm or person provided this does not affect your rights under the Contract in a negative way.

The Contract is personal to you. You may not transfer your rights or obligations under the Contract to anyone else, and no third party is entitled to benefit under the contract except where we transfer our rights or obligations.

Each paragraph of these Terms & Conditions operate separately. If any court or relevant authority decides that any of them are unlawful or unenforceable, the remaining paragraphs will remain in full force and effect.

If we fail to insist that you perform any of your obligations under these Terms & Conditions, or if we do not enforce our rights against you, or if we delay in doing so, that will not mean that we have waived our rights against you and will not mean that you do not have to comply with those obligations. If we do waive a default by you, we will only do so in writing.

The Contract is governed by and subject to the laws of England and Wales.

Third Party Services

Unless you tell us otherwise in writing, we reserve the right from time to time to recommend to you, additional, paid-for services that are available to you via our own Services. If you decide to purchase these additional services, you will be required to enter into a separate service agreement with the supplier of that service. We will have no liability to you for the quality or performance of that third party service.

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Usage Policy

This Usage Policy sets out the terms between you and us under which you may use the Services.

You will not use the Services for any unlawful, immoral or improper purpose. Without limiting the foregoing, you will not use the Services in a manner which:

- involves any criminal or tortious activity, including child pornography, fraud, trafficking in obscene material, drug dealing, gambling, harassment, stalking, spamming, spimming, sending of viruses or other harmful files, copyright infringement, patent infringement, or theft of trade secrets;
- involves the transmission of "junk mail," "chain letters," or unsolicited mass mailing, instant messaging, "spimming," or "spamming";
- involves communicating false information or information you believe to be false;
- involves communications which are defamatory, offensive, abusive, obscene, menacing, threatening or otherwise made for the purpose of causing annoyance, inconvenience or anxiety to another;
- is offensive or promotes racism, bigotry, hatred or physical harm of any kind against any group or individual;
- harasses or advocates harassment of another person or exploits people in a sexual or violent manner;
- ;
- promotes information that you know is false or misleading or promotes illegal activities or conduct that is abusive, threatening, obscene, defamatory or libellous;
- promotes an illegal or unauthorized copy of another person's copyrighted work, such as providing pirated computer programs or links to them, providing information to circumvent manufacture-installed copy-protect devices, or providing pirated music or links to pirated music files;
- furthers or promotes any criminal activity or enterprise or provides instructional information about illegal activities including, but not limited to making or buying illegal weapons, violating someone's privacy, or providing or creating computer viruses;
- solicits passwords or personal identifying information for commercial or unlawful purposes from other users;
- advertises any products or services, transmission of chain letters or junk email;
- interferes with, disrupting, or creating an undue burden on the Services or the networks or services connected to the Services;
- attempts to impersonate another user or person;
- uses the account, username, or password of another person at any time or disclosing your password to any third party or permitting any third party to access your account;
- is in a manner which is in breach of any applicable legislation or regulations or the rights of any other party; or
- involves distributing, uploading or downloading content which contains nudity, violence, or offensive subject matter or contains a link to an adult Website or includes a photograph of another person that you have uploaded without that person's consent.

Privacy Policy

CFL has a strong commitment to protect the privacy of its visitors and customers. This Privacy Policy describes how information is collected and used by us or shared with others, how we safeguard it and how you may access and control its use.

This Privacy Policy applies to:

- visitors to our Website located at www.communityfibre.co.uk (the "Website"); and
- to all users/customers of our Services regardless of which device is used to access the Website and/or Services.

Protecting your privacy is paramount to us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By using the Website and the Services you consent to us processing your personal data and other information in accordance with this Privacy Policy.

Our Privacy Motto

1. We only collect information we need to provide you with the best Website and Services possible having regard to your preferences.

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2. We will do our best to keep your data secure and prevent unauthorised access to it.
3. We will tell you what information we hold about you.
4. We will delete or place beyond use and access your personal data when it is no longer required to deliver the Website and Services to you.

For the purpose of the Data Protection Act 1998 (the “Act”), the data controller is Community Fibre Limited. Our nominated representative for the purpose of the Act is Tim Stranack, Business Development Director.

If you have any questions, concerns or comments, please contact us at hello@communityfibre.co.uk.

How We May Collect Information About You

We collect information about you to understand who you are and what you like and dislike. We then note your preferences and provide the Website and deliver the Services in a way which matches your needs and expectations. Please understand that we collect the below information from all members within each household.

We may therefore collect and process the following data about you and other members of your household:

- Information that you provide by filling in our forms on the Website or by hand. This includes information you provide when you register and open an account, post material to us or request further services as well as when you enter a competition or promotion.
- Information that you provide when you complete customer satisfaction surveys, interact with our customer services' team or otherwise provide your feedback to the Services (including via social media platforms such as Facebook or Twitter).
- Information about yourself, such as demographic information (gender, post code, age, etc.) or certain information about your preferences and interests. If we combine demographic or other information we collect about you with information which personally identifies you, we assure you that we will treat the combined information as personal data.
- If you contact us, we may keep a record of that correspondence.
- When you visit the Website or interact with and use the Services, we (and our advertisers and/or other service providers) may use a variety of technologies that automatically or passively collect information about how the Services and the Website are accessed and used (“Usage Data”). Usage Data may include: weblogs and other communication data, browser type, operating system, an estimate of your geographic location associated with your IP address, the page served, the channels or programmes watched, the duration of your visit, the time, referring URLs and other information normally transmitted in HTTP requests. Usage Data helps us understand our users better and tailor content and services to their needs and interest. We use Usage Data for troubleshooting and to assist us in improving the Services and the Website. Usage Data is statistical data about our users' browsing actions and patterns, and does not identify any individual. Please rest assured however that we will treat Usage Data as personal data if we combine it with you as a specific and identifiable person. One of the reasons that we may combine Usage Data with personal data you have shared with us is to provide you with more targeted Services. i.e. to customise the Services to your preferences. For similar reasons, we may supplement the personal information you provide us with publicly available information about you as well as information from other sources but only to the extent permitted by applicable laws. You can ask us not to do this by emailing hello@communityfibre.co.uk.
- Information you provide when you report a problem with the Website and/or the Services.
- We also automatically collect your IP address or other unique identifier for the computer, mobile device, technology or other device you use to access the Website or the Services.

How and Why We Use Cookies, How To Stop Them

A cookie is a small file of letters and numbers that we put on your computer if you agree. These cookies enable us to:

- distinguish you from other users of the Website and the Services. This helps us to provide you with a good experience when you browse the Website and also allows us to improve the Website and the Services (by for example, helping us to identify the pages of the Website that our audience finds most interesting);
- improve your user experience by remembering key information that you have provided to us, so that you do not need to re-enter the information every time you access the Website or the Services.

If you would prefer not to accept cookies, you can do this by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies, please be aware that some functions and features of the Website and/or the Services may not work properly because we may not be able

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to recognise and associate you with your account. In addition, we may not be able to tailor the Services as well as we would be able to if you had not blocked the cookies.

To find out more about cookies please visit www.allaboutcookies.org.

What We Do With The Information We Collect

We use the information you provide to us to:

- provide you with relevant information, products and/or services which you may request or which we may decide would fit your needs. For example, we may suggest internet content we think you may be interested in.
- ensure that content from the Website and the Services are presented in the most effective manner for you and for your computer.
- carry out our obligations arising from any contracts entered into between you and us.
- notify you about changes to the Services and the Website.
- allow you to take part in interactive features we may provide from time to time.

We may use your data, or permit selected third parties to use your data, to provide you with information about goods and services that may be of interest to you. We or they may contact you about these by post, e-mail, telephone, or other messaging services:

- If you are an existing customer, we will only contact you by electronic means (e-mail or SMS) with information about goods and services similar to those that were the subject of a previous sale to you.
- If you are a new customer, and where we permit selected third parties to use your data, we (or they) will contact you by electronic means only if you have consented to this. If you do not want us to use your data in this way, or to pass your details on to third parties for marketing purposes, please tick the relevant box situated on the form on which we collect your data or indicate your wish not to be contacted by us or the selected third party using such other means as we may make available to you from time to time You can also of course email us at hello@communityfibre.co.uk.

We Share Your Information in the Following Limited Circumstances

Except as set out in this Privacy Policy, we will not provide any of your personal information to any third parties without your specific consent. We won't sell your personal information to anyone. We may disclose your personal information to third parties:

- If we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets;
- If Community Fibre or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets;
- If we are under a duty to disclose or share your personal data in order to comply with any legal or regulatory obligation or request;
- To enforce an agreement entered into between you and us or to investigate potential breaches;
- To protect the rights, property or safety of our customers or anyone else. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction;
- In some cases, we will provide the Services or the Website to you as part of a partnership or joint venture with a third party (each a "**Partner**"). It will always be clear to you who our Partners are. We will share your information with our Partners. Our Partners will process your personal information in accordance with their privacy policy and it is your responsibility to read and agree to our Partners' privacy policies.

What Use We Make of Aggregated Information

We may combine your Usage Data with those of other users of the Services and the Website and share or provide this trend information in aggregated and anonymised form with third parties. For example, we may use your Usage Data as part of an aggregated number to identify which are the most popular Internet pages in our customer base.

Where We Store Your Information

- The information that we collect from you may be, in very limited circumstances transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our Suppliers or Partners. By submitting your personal data, you agree to this transfer, storing or processing;

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- We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy;
- All information you provide to us is stored on our secure servers. All communications will be encrypted using SSL technology;
- To access your Community Fibre Limited account you will need a password. You are responsible for keeping this password confidential. Please do not share your password or share your account with anyone.

Please remember that the transmission of information via our Services is not completely secure. We will do our best to protect your information but we cannot guarantee the security of your data transmitted via our Services. Any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Under 16 Year Olds

If your household includes individuals who are 16 or under, please understand that you are responsible for their use of the Website and the Services. If you are aged 16 or under, please speak to your parent/guardian to get their permission before you provide any personal information to us because without this consent, you are not allowed to provide us with personal information. We may also ask for your parent/guardian's contact details so that we can check they are happy for you to use our Services.

Here Are Your Rights

- You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes.
- You can exercise your right to prevent such processing by ticking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at hello@communityfibre.co.uk.
- We will always strive to enable you to download any data we hold about you in a variety of formats for free and at any time.

Third Party Websites

The Website and Services may contain links to and from the websites of our partner networks, advertisers and affiliates or other third parties and the Services may appear on third party websites and online media. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we cannot and do not accept any responsibility or liability for these policies. Please check these policies carefully before you submit any personal data to these websites.

Changes to Our Privacy Policy

Any changes we may make to this Privacy Policy in the future will be posted on this page and, where it makes sense, notified to you by e-mail or in another appropriate manner.

Remember: You Can Always Get In Touch With Us

We really do welcome any questions, comments and requests you may have regarding our Privacy Policy. You can contact us by emailing us at hello@communityfibre.co.uk.

Effective Date: November 2015