



Privacy Policy for Orange Home Users

Last Updated 6 December 2010

The following provides details about our Privacy Policy (the "Policy") for users of Orange's broadband and dial-up internet access and related services and applications (the "Services"). Orange treats your privacy seriously. We use the Personal Data collected from you and your use of the Services in accordance with this Policy. We comply with our obligations under the Data Protection Act 1998 and related rules and regulations. Everything Everywhere Limited is the controller of your Personal Data and is registered as a data controller with the Information Commissioner's Office with registration number Z7510687 (<http://www.ico.gov.uk>).

Who we are

Everything Everywhere Limited operates the Orange and T-Mobile brands in the UK.

'Orange', 'we' or 'us' means Everything Everywhere Limited, Orange Home UK Limited and its group companies (the "Orange Group"), their shareholders including but not limited to their ultimate shareholders France Telecom SA and Deutsche Telekom AG (the "Shareholders") and the companies in which France Telecom SA have at least a 50% shareholding (the "France Telecom Group") and the companies in which Deutsche Telekom AG have at least a 50% shareholding (the "Deutsche Telekom Group"). In this Policy, we also refer collectively to Everything Everywhere Limited, the Orange Group, the Shareholders, the France Telecom Group and the Deutsche Telekom Group as "the Group Companies". Some of the Group Companies may be located in countries outside the European Economic Area (EEA).

The services covered by this Policy

This Policy applies to services provided to you by Orange.

This Policy explains how Orange processes information about you both directly and indirectly for the provision of the Services. Please read this Policy in conjunction with the terms & conditions of any particular service or services you are using.

This Policy does not apply to www.orange.co.uk or any websites hosted by or on behalf of Orange, nor does it apply to other companies' or organisations' websites ("Third Parties") to which we are linked. Third Party websites operate their own privacy policy. We urge you to read these carefully.

What we mean by Personal Data

"Personal Data" is any data that identifies you as an individual or is capable of doing so (and does not include general, statistical, aggregated or anonymised information).

The Personal Data which you supply to us you agree will be true, correct and complete and you agree to notify us as soon as possible of any changes to such Personal Data. We will deal with your Personal Data in compliance with current UK data protection law.

Consent

By using our Services, you consent to us processing your Personal Data in accordance with this Policy and transferring your information to other countries that may not provide the same level of data protection as the UK, where necessary for providing the services you require. If we do make such a transfer, we will put appropriate measures in place to ensure your information is adequately protected at all times.

When you give us information about another person, you confirm that they have appointed you to act for them, to consent to the processing of their Personal Data in accordance with this Policy, and to the transfer of their information abroad and to receive on their behalf any data protection notices.

How we collect information about you

We may collect information about you in the following ways: you may provide Personal Data when communicating with us (e.g. when you fill out your registration form to become a customer of Orange or any of our services, or when you terminate your relationship with us); you may order a product or a service and give your name, email address, delivery address, credit or debit card number and expiry date so that the order can be processed and your products (or services where appropriate) delivered to you (sometimes you may be asked for your telephone number); when you call our Customer Service department, we may monitor or record your calls for training, security and quality assurance purposes; if you enter a competition or promotion, we will ask for your name, address and email address and any other relevant information; when you connect to the Internet, we will collect information about your tastes and preferences both when you tell us what these are and by analysis of customer traffic, including by using cookies (as described below).

It may be that some of the Personal Data you give us (for instance about your lifestyle or health) is sensitive personal data within the meaning of the Data Protection Act 1998. Any such information will only be processed with your express consent.

Any confidential financial information you give us (such as details of credit or debit cards or bank accounts) will be used only for the specific purpose or purposes for which it was provided.

How we use your Personal Data

- We may use your Personal Data to confirm that your orders have been received and to process them; to validate you as a registered customer when using our services and calling our help desk; to prevent and detect or investigate criminal activities, fraud and misuse of or damage to our services or networks and to prosecute those responsible; and to contact you to invite you to form part of our consumer panel or research groups.
- We may use Personal Data collected about you to contact you by post, phone and electronic mail (that is email, picture, video, and SMS) about functionality changes to our website, services or changes to our terms and conditions of use and to communicate with you about your customer benefits and advise you regarding the use of our services.
- We and/or the Group Companies will use your Personal Data which you provide to us (sometimes together with other information we collect) for providing the relevant products and services to you, administration, advertising, marketing, research, Member services, analytics, credit scoring, [Customer Services](#), tracking your web use preferences, profiling your purchasing preferences, corporate reporting, improving business efficiencies and to prevent and detect or investigate criminal activities, fraud and misuse of or damage to our services or networks and to prosecute those responsible. We may disclose your information to our service providers and agents to help us with these purposes. Please call [Customer Services](#) on 0844 8738586 from any phone if you do not wish to receive marketing communications from us but remember that this will preclude you from receiving any of our special offers or promotions.
- Where we have your approval to do so, we may use your Personal Data which you provide to us (sometimes together with other information we collect) to advertise and market the products and services of our business partners. Please call [Customer Services](#) on 0844 8738586 from any phone to change your marketing preferences settings.
- We may on occasion match or combine your Personal Data with Personal Data you have supplied to other Group Companies in order to understand and improve your use of our services and to determine what products, services and promotions are likely to be of interest to you. We may then (except to the extent that you have directed us not to) use this combined Personal Data for providing you with information about goods, services or promotions that may be of interest to you. Please call [Customer Services](#) on 0844 8738586 from any phone if you do not wish to receive such information from us as set out in this paragraph.

- We may also use your Personal Data to contact you in order to conduct market research e.g. surveying needs and opinions on issues such as our performance. Any information that we collect from you in the course of such market research will be used to produce aggregated statistics about our sales, customers, traffic patterns and other information, but these statistics will not include any information that could personally identify you.

Network and traffic data

We may collect network or traffic data related to your use of and access to our Services. This information is used for the purposes of management of traffic, billing, customer enquiries and the prevention or detection of fraud.

How long do we keep your Personal Data?

The periods we keep your Personal Data can vary according to the purposes for which it is being used. Unless there is a specific legal requirement to keep your Personal Data, we will not keep it for longer than necessary for the purposes for which the Personal Data was collected or for which it is to be further processed.

Security

Unfortunately the transmission of data via the internet is not completely secure. Although we will do our best to protect your Personal Data, we cannot guarantee the security of your data transmitted to the internet, and transmission is at your own risk. Once we have received your information we will use strict procedures and security features to prevent unauthorised access.

When you review your account information or order products, we offer the use of a secure server. The secure server software encrypts the information that you input before it is transmitted to us. In addition, we have strict security procedures covering the storage and disclosure of your information in order to prevent unauthorised access. This means that sometimes we may ask you for proof of identity before disclosing any personal information to you. If you are issued with any personal code or password in relation to your use of our services, it is your responsibility to keep this information secure and secret.

Disclosing your Personal Data to third parties

By using our services you consent to us sharing your information with other Group Companies. They or we may contact you by mail, telephone, electronic messaging services fax or email to let you know about any goods, services or promotions which may be of interest to you.

Where we have your approval to do so, we may pass on your Personal Data which you provide to us (sometimes together with other information we collect) to carefully selected third parties for them to market to you their products and services that may be of interest to you.

Please call [Customer Services](#) on 0844 8738586 from any phone to change your marketing preferences settings. If you wish to opt out of unsolicited sales and marketing telephone calls, you may register your details with the Telephone Preference Service (<http://www.tpsonline.org.uk/tps/what/>).

We sometimes use other companies to provide some of our Services, or to provide services to us or distribute or market our products and services. We may share your Personal Data with these companies, some of whom may provide the services from countries outside the European Economic Area (i.e. the 27 European Union Member States, as well as Iceland, Norway and Liechtenstein). These companies can and will process this information on behalf of Orange, but only according to our express instructions and in compliance with appropriate security measures.

We may disclose your Personal Data acting reasonably if we believe such action is necessary, for example, to conform with a legal requirement or comply with a legal process, protect and defend the rights or property of Orange, the Group Companies and its employees, enforce this Policy, or to protect the interests of its users.

We may also disclose or otherwise process your personal information in accordance with applicable law for purposes which we believe are within our legitimate interests and to protect or defend our legitimate interests (for example in civil or criminal proceedings).

If we decide to sell, buy, merge or otherwise reorganise our business, this may involve us disclosing personal information to prospective or actual purchasers, sellers or partners and their advisers.

Without limiting the above, we may disclose your Personal Data acting reasonably in the following circumstances: a) to any telecommunications company for the purpose of providing the Services; b) to any debt collection agency, credit reference agency, credit or fraud monitoring scheme, security agency, or credit provider of any information relating to your use of our services, including your personal financial information and details of how you have performed in meeting any obligations you have to us; c) to any bank, credit card operator or other payment processor for the purpose of setting up a continuous payment authority; d) to any distributor of Orange internet access products with whom Orange have a commercial relationship for the purpose of accounting and auditing; e) any disclosure as may be within our Data Protection Act notification registered with the Information Commissioner's Office; f) any disclosure required as a result of an order of any court of competent jurisdiction or by statutory authority or from any regulator and g) any disclosure as permitted under current UK data protection law.

Questions on Personal Data

If you have any questions about the handling or protection of your Personal Data or your rights under this Policy please contact [Customer Services](#) on 0844 8738586 from any phone or write to Customer Correspondence, PO Box 486, Rotherham S63 5ZX.

Under the Data Protection Act 1998 you are entitled to make a Subject Access Request to find out what personal information we hold about you.

If you would like an application form or more information on how to make a Subject Access Request, please complete the web form on our site at <http://www.orange.co.uk/communicate/13409.htm>. Please note that we will require your contact details in order to respond to your enquiry, however, this information will not be used for any other purposes.

We will charge a £10 fee towards the cost of this service. We will also require proof of identity. Full instructions will be provided with the Subject Access Request form.

Changes to this Policy

Any changes we make to our Policy in the future will be posted on this page and, where appropriate notified to you by email, so that you are always kept informed of how we collect and use your Personal Data, and when we may disclose it. By continuing to use our services you acknowledge and agree to those changes.

Cookies explained

A cookie is a small, unique text file associated with your device by a website. The cookie is used by the website to identify your device whenever you visit that website. Cookies cannot be used to run programs or deliver viruses to your device. Cookies can only be read by a web server from the same domain (e.g. orange.co.uk) that saved the cookie on your device. We and/or our third party advertisers may use cookies and Web beacons (also known as 'pixel tags') to help you save time, track your usage patterns and provide you with a more personalised service on our web site. The main purpose of a cookie is to tell the Web server that you have returned to a specific Web page. For example, if you personalise Web pages, or register for products or services, a cookie helps our Web page server to recall your specific information. When you next visit the Orange web site, the information you previously provided can be retrieved, so you can easily use the website features that you previously chose. Even if you use more than one device or computer on a regular basis, we can link cookies together so you will still receive a personalised online experience. We can also personalise the information you see based on what we already know about you, so that you spend less time looking for things. So, instead of one site for all Orange customers, each Orange customer can have a site which is unique to them. You have the ability to accept or decline cookies. Most Web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you want to disable cookies, find out which browser you are using and follow the instructions below. Unfortunately, if you choose to decline cookies, some of the interactive features of the Orange services or websites may not be available to you. We advise regular users of Orange websites to accept cookies from Orange. We are committed to protecting your privacy and only use cookies to improve our service to you, for example, by offering tailored information based on your interests. The usage patterns tracked by cookies remain confidential. We do not share or sell any cookie-generated information. Please note that our advertisers or websites to which we link may also use cookies, over which we have no control.

When we use cookies

During the registration process

We allocate cookies during the registration process for our services. These cookies will hold information collected during your registration and will allow us to recognise you as a customer and provide you with the services you require. If your browser is set to reject cookies, you will not be able to register for Orange services. We may also use this data to better understand your interests while online and to personalise your visits to our websites.

On different sections of our portal

For visitors to our website, we use cookies to collect information. Our servers use two different types of cookies. The first type is known as a 'session-based' cookie and is allocated to your computer only for the duration of your visit to our web site. It helps you to move around the web site faster and, if you're a registered customer, it allows us to give you information relevant to your selected Orange service. This cookie automatically expires when you close down your browser.

The second type of cookie is known as a 'persistent' cookie. These cookies will remain on your computer for a period of time set for each cookie.

This cookie allows us to:

Limit how often you see a particular advertisement or announcement on our web site; Identify your preferences when customising content for you; Provide you with relevant self-help information; Record how many times you visit a page or advertisement; Limit and record how often you can vote in our polls; Confirm you are a registered user and save your login details when accessing certain services on our website; Collect statistics on the use of our services. We may also use cookies and web beacons to ensure that our mailing tools are working properly. Other companies which advertise or offer their products or services on our web sites will also allocate cookies to your computer.

These cookies are used:

To serve advertisements on our site and track whether these advertisements are clicked on by users; To control how often you are shown a particular advertisement; To tailor content to your preferences; To count the number of anonymous users of the site; To provide security within shopping baskets or transactions. Please note that our advertisers or websites to which we link may also use cookies, over which we have no control. The types of cookies they use and how they use the information generated by them will be governed by those companies' Privacy Policies. We have no control over these.

How you can refuse or opt out of cookies

Most browsers are set by default to accept cookies automatically, but usually you can alter the settings of your browser to prevent automatic acceptance and prompt you every time a cookie is sent to you or to allow you to choose not to receive cookies at all. If you wish to block cookies, please follow the relevant link below for instructions. Take care to ensure that the instructions you select match the type and version of your browser software:

Microsoft Internet Explorer 6, 7 & 8

1. Select 'Tools' from the main task bar then 'Internet Options'
2. Click on the 'Privacy' tab
3. Choose the level of cookie security you want, ranging from Block All Cookies, High, Medium High, Medium (default level), Low and Accept All Cookies
4. For more detailed information on these options under Internet Explorer 6, please click on the link below.

<http://support.microsoft.com/support/kb/articles/Q283/1/85.ASP>

Microsoft Internet Explorer 5

1. Select 'Tools' from the main task bar then 'Internet Options'
2. Change to the 'Security' tab and click 'Custom Level'
3. Scroll down to the 'Cookies' section and set 'Disable'
4. Click 'OK'

Firefox 2 and 3

1. Select 'Tools' from the main task bar and then 'Options'
2. Click on the 'Privacy' panel
3. Under the 'Cookies' section uncheck the 'Accept cookies from sites' option
4. Click 'OK'

Firefox 1.0

1. Select 'Tools' from the main task bar and then 'Options'
2. Click on the 'Privacy' panel and then click on 'Cookies'
3. Uncheck the 'Allow sites to set cookies' option
4. Click 'OK'

Opera 9.6

1. Select 'Tools' from the main task bar and then 'Preferences'
2. Click on the 'Advanced' panel and then 'Cookies'
3. Click on 'Never accept cookies'
4. Click on 'OK'

Safari 4

1. Click on the Tools button from the main task bar and then 'Preferences'
2. Click on the 'Security' panel
3. Under the 'Accept Cookies' section click on 'Never'
4. Click on the X in the top right corner to close box

Google Chrome

1. Click on the Spanner icon and select 'Options' from the drop down list
2. Select the 'Under the Hood' tab
3. Change the cookie setting to 'Block all cookies'
4. Click on the 'Close' button

DoubleClick Cookies

1. Go to www.doubleclick.com/privacy/index.aspx
2. Click on the "AD COOKIE OPT-OUT" link
3. Ensure you see a "Opt-out completed successfully" message