

NatCen and FrameWork Privacy Policy

Preservation of your privacy is important to NatCen and we are committed to letting you know how we use your personal information and to making only responsible use of your data. This privacy policy (“the Privacy Policy”) should be read in conjunction with the NatCen website General Disclaimer and Conditions of Use, the Microsite Terms and Conditions and the FrameWork Software Terms and Conditions (“the Software Terms and Conditions”).

The NatCen website www.natcen.ac.uk (“NatCen Website”), the Microsite website www.framework-natcen.co.uk (“the Microsite Website”) and the FrameWork Software is owned and operated by the National Centre for Social Research (“NatCen”), registered office address: 35 Northampton Square, London EC1V 0AX, email: framework@natcen.ac.uk, company number: 04392418, incorporated in England and Wales; charity registration number: 1091768; VAT registration number: 653 3632 41.

References to ‘we’, ‘us’ or ‘our’ in this Privacy Policy refer to NatCen.

1. Information about you

1.1 We may collect personal information from you when you:

- enquire about our activities; or
- register for one or all of our mailing lists through the NatCen Website or Microsite Website; or
- register for seminars, conferences or events; or
contact us via the NatCen Website or Microsite Website; or
- register as a registered user (“Registered User”) under the Software Terms and Conditions; or
- subscribe to one of our online services including but not limited to the Natcen Online Shop (“the Online Shop”) and the Microsite online forum (“the Forum”) under the Microsite Terms and Conditions.

1.2 This personal information may include your name, title, email address, physical address, telephone numbers, job title, organisation you are employed by, debit and credit card details and your cheque and invoicing details. We may also ask for some additional, non-personal information.

2. Our use of this information

2.1 Your personal information will only be used to process your requests, to provide you with our services, to provide or administer activities relating to our services and to provide you with information relating to our services.

2.2 If you have provided credit card details, these will only be used for handling the individual transaction for which you have given your details.

2.3 All transactions through the Online Shop are protected by our SSL Secure Software Server certification and are encrypted. Such transactions are not processed through NatCen but are processed through SecPay, a secure payment company, to ensure that your details are held according to data protection laws. To find out more about

SecPay and how SecPay handles payment transactions please [click here](#). If you have any questions about the payment arrangements through the Online Shop, please contact us at framework@natcen.ac.uk.

- 2.4 Any personal information that you provide when you become a Registered User under the Software Terms and Conditions (and for the avoidance of doubt this does not include credit card details) may be shared with the providers of website support services to NatCen ("Support Providers") at the time of and after your registration. Your personal information will be shared with such Support Providers for the sole purpose of facilitating the registration process of Registered Users under the Software Terms and Conditions. NatCen accepts no liability for any misuse of your personal information by the Support Providers.
- 2.5 Subject to clauses 2.4 and 2.5 your personal information will not be sold or disclosed to any third parties without your permission unless we are required to do so by law.

3. Security

- 3.1 We will take reasonable precautions to prevent the loss, misuse or alteration of information you give us.
- 3.2 Though we cannot guarantee the security of the Internet, the Microsite website has security measures in place to protect against the loss, misuse and alteration of the credit card information you provide us. Our SSL secure server software is the industry standard for secure online transactions.
- 3.3 We use our SSL secure server software whenever you are asked for personal information, including but not limited to when you register to use the Forum, join our mailing lists, register to use our services via the NatCen Website or Microsite Website and purchase products from the Online Shop.
- 3.4 Communications in connection with the Microsite Terms and Conditions, Software Terms and Conditions, the NatCen Website and the Microsite Website may be sent by e-mail (for the avoidance of doubt this does not include communications containing your credit card details). For ease of use and compatibility, communications (other than payments) will not be sent in an encrypted form unless you require it and provide the certification to enable us to communicate with you in that way. E-mail unless encrypted is not a fully secure means of communication. Whilst we endeavour to keep our systems and communications protected against viruses and other harmful effects we cannot bear responsibility for all communications being virus-free.

4. Cookies

- 4.1 If cookies are used they will only be used to assist the purposes set out in this Privacy Policy, but cookies will not be used if we do not consider them to be necessary.

5. Other information

- 5.1 If you would like us to correct or update any information, or if you would like information deleted from our records, then please email us on framework@natcen.ac.uk.
- 5.2 This Privacy Policy may be updated from time to time, so please check it periodically.

5.3 Links within our sites to other websites are not covered by this Privacy Policy.

PLEASE ENSURE THAT YOU HAVE READ OUR MICROSITE TERMS AND CONDITIONS, FRAMEWORK SOFTWARE TERMS AND CONDITIONS AND NATCEN WEBSITE GENERAL DISCLAIMER AND CONDITIONS OF USE WHICH SHOULD BE READ IN CONJUNCTION WITH THIS PRIVACY POLICY.