

PRIVACY POLICY

Our Privacy and Cookie Policy (“Privacy Policy”) lets you know that (i) by registering or placing an order at g.network (our “Website”), or (ii) if you order our services by calling our customer service agents (“Customer Support”) or (iii) by submitting a paper order form to us, you agree to the collection, use and transfer of your information under the terms of this Privacy Policy.

This Statement may be updated from time to time. We therefore ask you to consult it on a regular basis. The last line of this Statement below indicates when the Statement was last updated.

ABOUT US

G.Network Communications Ltd (“G.Network”) is a full fibre internet service provider (“ISP”). We’re a limited company registered in England and Wales under company number 10057745 and our registered office and main trading address is at 58 Grosvenor Street, Mayfair, London W1K 3JB. Our VAT number is 242 5656 07.

We’re regulated in the UK by Ofcom. We’re also a member of Ombudsman Services (an independent alternative dispute resolution service).

ABOUT THIS PRIVACY POLICY

G.Network is committed to protecting and respecting your privacy. This Privacy Policy (along with any of our other terms and conditions that apply to you) sets out when and how we’ll process any personal data we collect from you, or that you provide to us. Please read this Privacy Policy carefully, to understand this. When we refer to “personal data” in this Privacy Policy, we mean information, which can identify you as an individual. Processing personal data can include obtaining, recording, holding, using, disclosing or erasing it.

For the purpose of the Data Protection Act 1998 (the “Act”), the data controller is G.Network Communications Ltd of 58 Grosvenor Street, Mayfair, London W1K 3JB

Our nominated representative for the purpose of the Act is Shawn Nolan.

INFORMATION WE MAY COLLECT FROM YOU

We may collect and process the following data about you:

- Information that you provide (i) by filling in forms on our Website (ii) by communicating with our Customer Support online, by email or on the telephone or (iii) on paper forms you send us. This includes information you provide when you register to use our Website, order our services, post material on our Website, request further services, ask for help or advice, or report a problem with our Website or services. It may be provided to us through our Website, paper forms or letters, or electronic communication (such as email). This also includes information you enter even when you only partially fill out an online form, and exit before completing it. We may also collect and process your personal data when you enter a competition or promotion sponsored by us.

- The types of personal data we'll collect may include details of your title, name, address, email address, bank details and perhaps debit or credit card number, and date of birth.
- When you (or someone using your G.Network broadband or telephone service) use G.Network's network to make a telephone call or connect to the internet, we keep a record of that call (including the number called) so we can charge for it. We also receive information from other operators about calls made over our network, where we need that information for connecting and billing purposes.
- If someone abuses or damages the G.Network telephone network, for example by making offensive or nuisance calls, we may keep information relating to that abuse.
- If a customer abuses our internet service or any other services we provide, for example by not following any part of our **Fair Usage Policy**, we may keep any information relating to that abuse.
- If you contact us, we may keep a record of it and what you say to us.
- We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.
- We'll hold details of orders you make through our Website and of fulfilling your orders.
- We may hold information about your use of our services (such as the amount of time you spend online), which we'll use to manage our network and for billing.
- We'll hold details of your visits to our Website (including, but not limited to, traffic data, location data, weblogs and other communication data, whether this is required for our own billing purposes or otherwise) and the websites and other products and services you access through it.
- We may hold information on which devices have accessed your network (eg. type of device, brand, model, operating system and browser) in order to monitor and better understand how our services are used.

We will hold information with IPFIX data which may contain which URLs you have accessed, IP address information and your traffic flow patterns. This is for our internal network monitoring, allowing us to deliver optimal network performance to our customers and aid in troubleshooting any problems you may face.

- We may ask you questions, from time to time, about how you use the services we provide, other services you'd like us to provide in the future and about other things, such as information about your lifestyle. G.Network will use this information to help us improve the quality of our service to you and provide you with extra services. It won't be published on our Website. We may also use your information to help us understand how people are using our services generally, so we can make them even better.
- When you order services from us, we may make enquiries about you for credit reference purposes. These enquires include searching your records held by any credit reference agencies or any fraud

prevention scheme. Where we receive information about you from them, we'll always protect it in accordance with this Privacy Policy and keep it secure.

You can contact us at any time, either to find out what personal information we're holding about you and/or to make changes to that information. To do this, please contact support@g.network, giving your name and address and, if you're an existing customer, your customer ID. Alternatively, or you can write to us at our registered office address, set out under "About", above. Please note that we'll need to confirm your identity before giving you details of any personal information we may hold about you.

IP ADDRESSES

We may collect information about your computer, including your IP address, operating system and browser type, to help keep our network running smoothly and to report to our advertisers. This is aggregated statistical information about our users' browsing actions and patterns, and doesn't identify any individual.

COOKIES

For the same reasons, we may obtain information about your general internet usage by using a cookie file which is stored on your browser or the hard drive of your computer. Cookies contain information that's transferred to your computer's hard drive.

If you register with us or continue to use our Website, you agree to us using cookies. Cookies are widely used to make websites work (our Website won't work without some of the cookies we use), or work more efficiently. They also provide useful information to website owners. A cookie is a small text file that's passed to your computer's hard disk through your web browser, so the website remembers who you are when you return.

We use the following cookies in our Website to give you a more personalised web service.

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 Website. It helps you to move around the Website faster. This cookie automatically expires when you close down your browser.

The second type is a "persistent" cookie. These cookies store information between visits. For example, if you select the 'Remember me on this computer' box, your username and password are saved in a cookie on your computer. This means that the next time you log on to our Website using that computer you won't need to re-enter those details. We suggest you don't select the 'Remember me' box if you use a shared computer (for example, if you access the internet at a cafe, or at a shared or publicly available computer). The cookie file itself won't store your personal information.

G.Network uses Google Analytics to track use of our Website. This helps us see how our Website is used by those who visit it. Google Analytics uses cookies to gather information about our visitors, such as which website you came from and which website you move on to afterwards. Google will use this information to evaluate your use of our Website, compile reports on this and provide other services relating to website activity. Information collected in this way is anonymous and individuals

can't be traced. This information allows us to improve our Website and our services, for example, to measure the effect or success of our advertising campaigns and products.

The information generated by the Google Analytics cookie about your use of our Website (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google may also transfer this information to others, where they're required to do this by law, or where these others process the information on Google's behalf. Google undertakes not to associate your IP address with any other data held by Google.

For more information about Google Analytics, please see their privacy policy at: www.google.com/policies/privacy.

G.Network may also use Google AdSense to place adverts about G.Network products on other websites and manage referrals from those websites to our Website. If you arrived at our Website via one of those other websites, AdSense uses cookies to gather statistics about this.

Except for essential cookies, all cookies will expire after 12 months.

You can block cookies by activating the setting on your browser which allows you to refuse the setting of all or some cookies. If you want to stop cookies being stored on your computer in future, you should check your browser manufacturer's instructions by clicking "Help" in your browser menu. However, if you block all cookies (including essential cookies) you may not be able to access all or certain parts of our Website. Unless you've set your browser to refuse cookies, our system will issue cookies as soon you visit our Website.

If you want to delete any cookies that are already on your computer, you should check the instructions for your file management software to locate the file or directory that stores cookies.

You can learn about and opt out of a number of commercial third-party cookies (including some used by G.Network) at optout.networkadvertising.org. Some of the opt-outs used by our commercial service providers require a cookie to be placed on your computer. This "opt-out" cookie is only used to tell the relevant cookie servers not to send you any more cookies. If you keep deleting cookies (including "opt-out" cookies) from your temporary internet files, you might need to repeat the opt-out process, the next time you visit our Website.

For more information about deleting and controlling cookies visit www.youronlinechoices.com or www.aboutcookies.org.

WHERE WE STORE YOUR PERSONAL DATA

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by those of our staff operating outside the EEA who work for us or for one of our suppliers. These people may be involved in (among other things) the design, building, or support of our business systems and Website. By sending us your personal data, you agree to this transfer, storing or processing. We'll 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. Any payment transactions will be encrypted using SSL technology. Where we've given you (or you've chosen) a customer ID, password(s) or log-ins to allow you to can access certain parts of our Website, you're responsible for

keeping these confidential. We ask you not to share them with anyone. You're responsible for how our services are used from your account and for keeping your account information secret. Please keep this information safe, and don't share it with others.

Unfortunately, sending information using the internet isn't completely secure. Although we'll do our best to protect your personal data, we can't guarantee the security of the data you send to our Website; you take the risk for this. Once we've received your information, we'll try our best to keep it security. This includes using strict procedures and security features to try to prevent unauthorised access.

USES MADE OF THE INFORMATION

We use information held about you in the following ways:

- To ensure that content from our website is presented in the most effective manner for you and for your computer.
- To provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for these purposes.
- To carry out our obligations or use our rights from any contracts entered into between you and us (including, but limited to, maintaining your account, getting credit references, providing you with service and billing information and updates and responding to questions you've sent us).
- To allow you to use the interactive features of our service, when you choose to do so.
- To get your views, improve our services and provide you with information that makes our services more useful to you.
- To tell you about changes to our services.

YOUR RIGHTS

We might wish to process your personal information for marketing reasons (or pass it onto others to do the same). We'll usually let you know (before collecting your data) if this is what we plan to use it for. You can tell us not to do this (i) by ticking certain boxes on the forms we use to collect your data or (ii) at any time by contacting us at support@g.network or writing to us at the address set out under "About", above.

Our Website may, from time to time, contain links to and from the websites of our partner networks, advertisers and others associated with us. If you follow a link to any of these websites, please note that these websites have their own privacy and cookie policies. G.Network accepts no responsibility or liability for these policies. Please check these policies before you send any personal data to these websites.

ACCESS TO INFORMATION

The Data Protection Act 1998 gives you the right to access information held about you. You can use your right, as set out in that Act, to ask to us to give you access to the information we hold about you. If you do this, you may have to pay us a £10 fee, to cover our costs in meeting your request.

CHANGES TO THIS PRIVACY POLICY

Any changes we may make to this Privacy Policy in the future will be posted on this page. You should check this page from time to time for any changes we made. We may also email you about these changes, if you're a customer of G.Network. Sometimes a notice or other provision on another part our Website might replace part of this Privacy Policy.

CONTACT

Questions, comments and requests regarding this Privacy Policy are welcomed and should be sent to support@g.network or by post to the address set out under "About".

DATE

This Privacy Policy is effective from 18th April 2018.