

# ELSA SUPPORT PRIVACY POLICY

This privacy policy sets out how ELSA Support uses and protects any information that you give us when you use this website.

ELSA Support is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

ELSA Support may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from **8th May 2018**

## **What we collect**

You are required to set up an account on this website in order to purchase any of the 'pay for' resources. We collect your email address and first name.

You can browse and download any of the free resources as a guest of this website. You do not need to set up an account for this purpose.

## **From our Newsletter**

We collect your email address and first name if you decide to subscribe to our Newsletter facility. There is a subscription form on each page of the website. You are required to verify your email address in order to subscribe to the Newsletter. An email is sent to you with a clickable link. You must click this to subscribe. If you do not click this link then you will not be sent newsletters from the website. This 2 step subscription is to protect your email address and to ensure it is actually you that has asked to subscribe to our newsletter.

## **What we do with the information we gather**

### **From our Website**

We collect your email address so that we can send your purchased resource links to you. Having an account on the website also means you can also access your purchased resources by logging into your account and accessing your purchase history. If at any point you want us to remove your account from our data base you can do by contacting us by email at [info@elsa-support.co.uk](mailto:info@elsa-support.co.uk)

### **From our Newsletter**

We collect your email address for the newsletter so that we can send you the newsletter to your email inbox. You can unsubscribe at any time by either clicking 'unsubscribe' at the bottom of the newsletter or by contacting [info@elsa-support.co.uk](mailto:info@elsa-support.co.uk) and asking for your email address to be removed from our data base.

## **Payment**

All payments are processed through PayPal. Please check their [Privacy policy](#) as ELSA Support is not responsible for any information that PayPal collect on you, in order to process your payment.

## **Security**

We are committed to ensuring that your information is secure. We have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

## **How we use cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose 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. This may prevent you from taking full advantage of the website.

## **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

## **Downloadable files**

Any downloadable documents, files or media made available on this website are provided to users at their own risk. While all precautions have been undertaken to ensure only genuine downloads are available users are advised to verify their authenticity using third party anti virus software or similar applications.

## **Controlling your personal information**

We will not give out your personal information to anyone unless required by law to do so.

You may request details of personal information which we hold about you by emailing us at [info@elsa-support.co.uk](mailto:info@elsa-support.co.uk).

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.