



Hello

This privacy policy sets out the terms of how HarperCollins Publishers Limited ("**HarperCollins**", "**we**", "**us**" and "**our**") and our related companies will use any information or personal information that you ("you", "yours") give to us or we collect from you. Personal information means any information about you from which you could be identified such as your name, address, telephone number or email address, whenever you provide us with that information we will use it as per these terms. Whilst this privacy policy will apply to most of our websites, some of our websites may have additional terms not covered by this privacy policy and you should always look at a site's Terms of Use to find these out.

Who are we?

This website is run by HarperCollins Publishers Limited ("**HarperCollins**", "**we**", "**us**" and "**our**") a company registered in Scotland under company number 27389 and whose registered offices are located at Westerhill Road, Bishopsbriggs, Glasgow, G64 2QT. HarperCollins is registered on the Information Commissioner's Data Protection Register under registration number Z4895037.

You may contact us via email: education.support@harpercollins.co.uk

How do we collect information from you and how do we use it?

We collect your information in different ways.

Some information we collect when you give it to us, for example when you give it to us by:

- Registering on connect.collins.co.uk, collins.co.uk or other related websites;
- Signing-up to a newsletter or email;
- Entering a competition or a promotion;
- Ordering book or other products or services from us; or
- Completing your profile or adding a comment on one of our online communities.

On other occasions it may have been supplied to us by one of our authors, partners or sister companies with your consent. If you are a school or a teacher/student at a school it may have been supplied to us via your schools SIMS account.

We also may collect information automatically using "**cookies**" (for more information about cookies and how we use them see [here](#)).

We use the information we have about you in the following ways.

- To track a student's academic progress over the course of a year through their interactivity with the Collins Connect website;
- To send you newsletters and information about books and subjects you have subscribed to or which we think will interest you;
- To provide you with information on products or services we think might interest you based on your preferences;
- If you are a member of any of our online communities to access them and use their various functions;
- To participate on any of our forum, notice boards or other interactive content;
- To allow you to enter competitions and contact you about them;
- To process any orders for good or services you have purchased from us, and to contact you about them;
- To look at and respond to any messages, complaints or other queries you might send us; and
- To notify you about any changes to any of our websites, services or products.

Where you have given your consent we may pass your information on to carefully selected third parties to provide you with information about goods and services which may be of interest to you.

We may also approach you (ourselves or via a third party) to ask you questions to help us improve our websites and the goods and services we offer, e.g. by asking you to participate in a survey about topical issues conducted by us or trusted partners or third parties. We will always let you know before you participate in any survey how any information you provide will be used.

connect.collins.co.uk and Schools

In order to provide the best service for schools using Collins Connect HarperCollins is working with Alfiesoft Limited to access Alfiesoft Limited's SIMS database. If your school has a SIMS account, and allows third parties to access that SIMS data, Alfiesoft Limited will supply HarperCollins with your school's SIMS data. This SIMS data will be used solely for the purposes your school has agreed to when registering with connect.collins.co.uk and will be securely stored at all times.

Cookies

In order to provide you with best experience we can we use "cookies" on some of our websites. Cookies are small text files placed on your computer, they collect standard internet log information and visitor behaviour information which allows us to follow how you are using our websites and customise our services to your needs: e.g. customise content and advertising to your tastes.

You can change the settings on your browser to not accept cookies, however some features of our website may not work or may not be accessible to you if do.

For more information about cookies visit: http://en.wikipedia.org/wiki/HTTP_cookie

Online communities

If you are a member of one of our online communities some of your information, such as your username, may be visible to other people, as will any postings you make on the sites. As such you should always exercise care not to disclose private information about yourself or others when posting information on our websites, in your profile or in communications with other users of our websites.

We also do not tolerate spam, unrequested, commercial or harassing correspondence sent to other users of the sites via our website forums or other message boards, and we reserve the right to suspend the membership of any user who sends messages of this kind.

You should always keep any password used to access your account or profile secret, and should not share it with anyone else. It is your responsibility to keep your password secure and you should contact us immediately if you think someone else has access to your account.

If you are the parent, guardian or teacher of a child using one of our online communities it is your responsibility to make sure that your child is using the online community responsibly and does not break these Terms of Use.

Amending your data

You can amend the data we hold about you at any time or, if you would like us to remove all of your information from our database or have any questions about privacy issues, you can contact us at education.support@harpercollins.co.uk

Disclosure of information to other people

The data that we collect from you may be transferred to, and stored on, servers in a country 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. Such staff maybe engaged in, among other things, maintaining our sites, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. 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 secure servers. Any payment transactions will be encrypted using SSL technology. Where we have given you (or where you have chosen) a password which enables you to access

certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information 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 our site; 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.

We may also share your data with third-parties who are providing us with services to help with our business operations and provide the websites to you.

Where a lawful request is made to us we also reserve the right to access and disclose your personal information to governments, law enforcement agencies or other parties whose request we reasonably consider to be justified to comply with any law.

Changes to privacy policy

We may from time to time make changes to this privacy policy, for example if there is a change of law or if we are providing new services. These changes will take effect from the date the updated privacy policy is posted onto the website. We recommend that you check this policy from time to time to see if it has changed. If you continue to use our services after our privacy policy changes you will be bound by those changes.

Business Transfers

In the event that HarperCollins is bought by another party or sells or otherwise disposes of part of its business we reserve the right to sell your information as part of this transfer and you agree to such transfer. If such an event does occur we will require that your data is used as per the terms of this privacy policy unless you are otherwise notified.

This policy was last updated on 15 October 2013.