

Privacy policy

This privacy policy has been compiled to better serve those who are concerned with how their 'Personally identifiable information' (PII) is being used online. PII, as used in UK privacy law and information security, is information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context. Please read our privacy policy carefully to get a clear understanding of how we collect, use, protect or otherwise handle your Personally Identifiable Information in accordance with our APP.

Which company does this policy cover?

Any reference to “we”, “us” and “our” is to FACORP Limited.

FACORP Limited is a company registered in England and Wales with registered office at Unit D2, 477-479 Whippendell Road, Watford Hertfordshire WD18 7PU. We are registered on the Data Protection Public Register. Our Data Protection Registration Number is ZA144090. To get more information about Data Protection Register, please visit the Information Commissioner’s Office website.

What services does this policy cover?

Our services may include (without limitation) software applications on mobile devices which are wholly controlled by us, or third party software applications which use our software as libraries (the “Services”). This policy covers all of the Services and any reference to “you” or “your”, means you as user of our Services. This policy applies to the collection and use of your information by us and parties that we authorise (such as our suppliers and sub-contractors).

What personal information do we collect from the people that visit our blog, website or app?

When using or registering on our APP, as appropriate, you may be asked to enter your name, email address, mailing address, phone number, credit card information, social security number or other details help you with your experience.

When and how do you collect information?

We collect information from you when you register on our site, place an order, subscribe to a newsletter, fill out a form or enter information on our site.

When you get in touch with us through an enquiry or feedback; when you participate in interactivity, for instance, when you submit an entry to a competition or prize draw, or you vote in one of our surveys;

When asked to be sent communications such as updates or newsletters; in checking your utilization of the Services including (without constraint)communications sent by you through the Services; when we

are checking consistence with the Terms of Use and/or generally as required by law; through the use of “cookies” and/or other devices. For full details, see our cookie policy and the section entitled “Cookies and similar devices” below; when you reveal your own data to us or generally through the Services at some other point; from third party suppliers who have affirmed to us that they are authorized to pass your data to us in accordance with your legal rights.

We may also combine information that you provide on one Service with data gathered from different Services and/or with data that is openly accessible or that we get from other legitimate sources. All data will be stored and utilized as a part of agreement with this privacy policy.

Cookies and similar devices

Yes. Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser (if you allow) that enables the site's or service provider's systems to recognize your browser and capture and remember certain information. For instance, we use cookies to help us remember and process the items in your shopping cart. They are also used to help us understand your preferences based on previous or current site activity, which enables us to provide you with improved services. We also use cookies to help us compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future.

We use cookies to:

- Help remember and process the items in the shopping cart.
- Compile aggregate data about site traffic and site interactions in order to offer better site experiences and tools in the future. We may also use trusted third party services that track this information on our behalf.

You can choose to have your device warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser (like Internet Explorer) settings. Each browser is a little different, so look at your browser's Help menu to learn the correct way to modify your cookies.

If you disable cookies off, some features will be disabled It won't affect the users experience that make your site experience more efficient and some of our services will not function properly.

However, you can still place orders.

For more details about what cookies are, the cookies that we use and how to disable them, please see our cookie policy.

How do we use your information?

We may use the information we collect from you when you register, make a purchase, sign up for our newsletter, respond to a survey or marketing communication, surf the website, or use certain other site features in the following ways:

- To allow us to better service you in responding to your customer service requests.
- To administer a contest, promotion, survey or other site feature.
- To quickly process your transactions.
- To send periodic emails regarding your order or other products and services.

Monitoring compliance with the Terms of Use or other applicable terms and conditions including by way of (i) checking postings or entries regarding your utilization of the Services, and/or (ii) using keyword triggers to investigate usage that may be inappropriate; oversee the prize on the off chance that you are a prize winner, and to distribute or generally make accessible a rundown of prize winners.

What are the privacy implications of the HiveCore network?

The HiveCore network is FACORP's technology that provides a connectivity boost within crowded venues such as football matches. Updates to content available within the app shared by all are delivered from phone to phone within the venue. When your personal content, such as your personal Twitter timeline or your Tweets, goes over the HiveCore network, it is encrypted using state of the art technology (AES 256), using a shared secret held only on your phone and our secure portal server. You can be sure that no one can read your data in transit. Our apps do not read any other personal data on your phone, except where you have given permission.

Will I be sent marketing messages?

Generally, we will only send you promotional messages if you indicate your acceptance (e.g. by "opting-in") to receiving such messages. Where we have your consent or are generally permitted to do such, we might: send you information by email, telephone (including SMS), mail or other forms of communication about existing new services and exceptional offers from us;

send you information by email, telephone (including SMS), mail or other forms of communication about related products or services of selected third parties that may be of interest to you; and pass your details to selected third parties so that they may send you information by email, telephone (including SMS), mail or other methods of communication about products or services that may be of interest to you.

By choosing to interact with our services by SMS text message, you will be indicating that you consent to receive marketing communications from us via SMS text message in respect of similar products and services. You can avoid receiving these communications by adding NO INFO at the end of your SMS.

If at any time you would like to unsubscribe from receiving future emails, you can email us at INFO@FACORP.CO.UK and we will promptly remove you from ALL correspondence.

To opt-out of receiving any such communications from a third party, you will need to contact the applicable third party. Please note that we are not responsible for the communications or the content of any communications you receive from any such third party.

We do not pass or sell your personal information to third parties for any other purpose than as set out in this privacy policy. Unless you have given us your consent to pass your details to a third party, any

marketing referred to in this section is conducted by us on our own behalf or on behalf of third parties to whom we have not given any access to your data.

Do you share my information?

We may pass information about you to different parties as follows:

to third parties authorized by us and acting on our behalf such as our employees, contractors, suppliers and/or agents including without restriction, our customer care teams to administer the Services provided to you by us now or in the future; to third parties who have engaged us to administer services on their behalf, such as stadium owners, football clubs and the Football League. When we are acting in such capacity, we will show who the third party is. These third parties may have their own privacy policies and/or terms and conditions of use, which we recommend you read before using any such services.

Where we have your consent to do so, for marketing communications (see section on “Marketing Communications” above); as part of general statistical information about the Services’ user base, sales patterns, traffic volumes and related matters. These details will not include information personally identifying you; to the police, regulatory bodies or legal advisers in connection with any alleged criminal offence, unlawful activity or suspected breach of the Terms of Use and or the breach of other terms and conditions or otherwise where required by law. We will co-operate with any law enforcement authorities or court order requesting or directing us to disclose the identity or location of or any other information about anyone breaching any relevant terms and conditions or otherwise for the prevention or detection of crime or the apprehension or prosecution of offenders;

If there are changes to our business (see section below on “Changes to our business”).

We may also display targeted advertisements based on the personal information that we or our clients hold. We do not provide your personal information to advertisers but advertisers and ad serving companies may assume that you meet the targeting criteria for that ad, for example men aged 18-30.

Please note this policy does not cover companies, services or applications that we do not own or control, or people that we do not employ or manage, including (without limitation) third party websites or applications/widgets (e.g. from “social media” platforms such as Facebook or Twitter) which we link to or offer via our Services, nor does it cover advertisers. Also, it does not cover certain pages and services provided via our Services which are hosted, managed and operated by other parties. These services, applications and third parties may have their own privacy policies and/or terms and conditions of use, which we recommend you read before using any such services. These third parties and services are wholly independent of us and are solely responsible for all aspects of their relationship with you and any use you may make of such services.

Service providers based outside Europe

We use certain third party companies to perform some functions of the Services on our behalf (for example sending e-mails to you or analyzing data that is collected from the Services) or to provide services to us. These third parties are only allowed access to your information needed to perform such functions or to provide such services. They are not allowed to use it for any other purpose.

Some of these third party companies are either located and/or have servers which are located outside the European Economic Area. Where we share your information with such companies, we will take all steps reasonably necessary to ensure that your information is treated securely and in accordance with this privacy policy. However, please note that the data protection and other laws of such countries may not be as comprehensive as those in the European Economic Area.

Changes to our business

If we decide to change or re-organize the structure of our business, we may need to pass your personal information to one of our group companies so that we can continue to effectively deliver the Services to you.

Also, if we become involved in a merger, acquisition, restructuring, reorganization or other transaction involving the sale of some or all of our or our group companies' assets, then your information may be included in the assets which are transferred to the new owner and may be provided to the entities and advisors involved. Such a transaction may involve us: (i) retaining the right to continue to use transferred personal information in addition to the right of the new owner to use such information; and (ii) engaging in additional transfers of personal information (including new personal information) with the new owner from time to time following such a transaction.

If there are changes to our business (such as a re-organization or restructuring), your personal information will remain subject to this privacy policy (as amended from time to time). However, where your personal information is transferred to a new owner following a merger or acquisition, it may be subject to a different privacy policy. We or the new owner, will provide notice to you at your email address on file (where available) before any of your personal information becomes subject to a different privacy policy.

How do we protect visitor information?

Our website is scanned on a regular basis for security holes and known vulnerabilities in order to make your visit to our site as safe as possible.

We use regular Malware Scanning.

Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential. In addition, all sensitive/credit information you supply is encrypted via Secure Socket Layer (SSL) technology.

We implement a variety of security measures when a user enters, submits, or accesses their information to maintain the safety of your personal information.

All transactions are processed through a gateway provider and are not stored or processed on our servers.

How can I change my details?

Where you register your details for certain Services and open a user account with us that you can then use to access and log on to use those Services, you may change or update some of your details at any time via your account. If you are not registered for these Services but wish to update your details then please contact us (see "Contact Us" section below). You should please make sure that you update your details as soon as possible with all relevant changes.

Terms of Use

User/Chat Names: Sexually explicit, profane, derogatory, and racist user/chat names are deemed inappropriate and will not be tolerated. Individuals who choose to use such names will be removed from the room by our Administrators/Moderators and may be denied access indefinitely. Choose something amusing, intriguing, or even mysterious. Don't share your contact details in any case. It's an open chat company

We do not take any responsibility and we are not liable for any damage caused through use of products or services purchased through this website, be it indirect, special, incidental or consequential damages (including but not limited to damages for loss of business, loss of profits, interruption or the like). If you have any questions regarding the terms of use outlined here, please do not hesitate to contact us.

Language & General Behavior: All chatters are expected to behave in a courteous manner when interacting with other users in the room. Foul, racist, derogatory, antagonistic, and general nuisance (i.e. flooding, posting of telephone numbers, etc.) will not be tolerated and the penalty for such behavior will be removal from the room; be nice to your fellow chatters and just have fun!