

Data Protection / Online Security Policy

Browns Books for Students is committed to safeguarding your privacy while providing the highest possible quality of service. We will only use the information that we collect about you lawfully.

We will fully comply at all times with the Data Protection Act 2018 and the Privacy and Electronic Communications (EC Directive) Regulations 2003.

Data Protection Registration Number: Z3206016

ICO Link: <https://ico.org.uk/ESDWebPages/Entry/Z3206016>

If you have any concerns about the use of your personal information or any queries with regard to these practices, please contact enquiries@brownsfs.co.uk

Information collected

General - We collect the information you supply to us through our registration forms, placing an order and every time you email us. This information will include your name, school/college address, delivery address, telephone number and email address. This information is only shared with delivery partners so we can fulfil your order.

Browns Books for Students does not share its customer details with any other companies. We also collect information automatically about your visit to our site. The information obtained in this way, which includes browsing patterns, is only used in aggregate form, and as such cannot be used to identify you.

This aggregate information is used to:

- Aid strategic development
- Audit usage of the site

Use of personal information

We process personal information collected for vlebooks.com for the purposes of:

- Allowing a secure login for individual users
- Automatic communications to users via email (Where the email address is supplied) to inform them a purchase suggestion has been approved/declined or to inform them a reservation is available to collect.
- Providing a customised experience based on the year group of the student to display suitable content and hide unsuitable content (Where enabled by the account administrator).

Data Protection

- The gender of the pupil (If supplied). This information is only ever used in aggregate form, as below, is completely optional and does not affect the working of the site.

No data is used for marketing purposes, shared with 3rd parties, except in an anonymised form as aggregate data (Which cannot be used to identify an individual or institution). Aggregate data is used solely to evaluate reading habits and website usage trends across our customer base.

Use of cookies

Cookies are alphanumeric identifiers that are transferred to your computer's (or alternative web browsing device's) hard drive through your web browser to enable our systems to recognise your browser and to provide rich shopping features such as recommend products, personalised pages, as well as the storage of items in your shopping basket between visits.

The Help menu in most common browsers will tell you how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie and how to disable cookies altogether. However, because cookies allow you to take advantage of some of our essential features, we recommend that you leave them turned on. For instance, if you block or otherwise reject our cookies, you will not be able to add items to your shopping cart, proceed to checkout, or use any features that require you to sign in.

If you do leave cookies turned on, be sure to sign off when you finish using a shared computer.

Disclosures

We will not pass your information to any third parties except some circumstances where anonymised (i.e. cannot be used to identify an institution or individual) data is used to audit usage of the website.

Your consent

By submitting your information you consent to the use of that information as set out in this policy.

Our privacy policy is regularly reviewed to make sure we continue to serve the privacy interests of our customers.

We reserve the right to change and update the privacy policy to take account of new information collected for new features, websites and services we may offer.

Security policy for online payments

Data Protection

We take your online security very seriously. You need to have peace of mind that you are transacting with a legitimate and secure site before you buy. We follow strict security procedures to protect the information you give us and to prevent unauthorised access or unlawful processing of your personal information.

When you send us your personal information, the link between your PC and our server is encrypted using industry standard methods - usually referred to as SSL (128 bit encryption). We use a Digital Certificate issued by Comodo, and secure pages will be identified by – https:// in the address bar and also a padlock sign.

When paying by credit card on www.brownsbfs.co.uk, once your information reaches our server, the card details are further encrypted before being stored as a secure token by our secure banking provider Datacash. This means that your card number is never stored in any human-readable format. This allows us to charge your card for goods as they are despatched, rather than in advance. It also allows us to quickly issue refunds and to speed up the process of despatching any back orders you may be waiting for. The communication between Browns and Datacash is secured with encryption and digital certificates, issued by a recognised authority.

Payment Authentication (3D Secure)

As an additional step to give you further peace of mind, we use 3D secure during the checkout process. You could know this as Verified by Visa (VbV) or MasterCard® Secure Code (MSC) but are often referred to as 3D Secure or Payment Authentication. This acts like a chip and pin for your online purchases and protects you by asking for a secret password. This step within the payment process allows your card issuer to fully authenticate cardholders during an online purchase, reducing the likelihood of fraudulent usage.

The Managing Director has ultimate responsibility for this Policy and through the Senior Management team we will direct this Policy to you and other interested parties.