

## The Academy of Urbanism Privacy Policy

This document has been prepared to give you peace of mind when completing transactions with The Academy of Urbanism. Your security is of utmost importance to us and so we adhere to industry-standard security and privacy protocols. Please read the information below which sets out what measures we have taken in order to protect your privacy when completing transactions with us.

If you have any questions or concerns about our commitment to your privacy, our contact details can be found at the bottom of this policy.

### 1. What information we collect

We may collect, store and use the following kinds of personal data:

- (a) information about your computer and about your visits to and use of this website including your IP address, geographical location, browser type, referral source, length of visit and number of page views;
- (b) information relating to any transactions carried out between you and us on or in relation to this website, including information relating to any contribution you make to us;
- (c) information that you provide to us for the purpose of registering with us e.g. your email address and other personal information when you sign up;
- (d) information that you provide to us for the purpose of subscribing to our website services, email notifications and/or newsletters; and
- (e) any other information that you choose to send to us.

### 2. How we use your information

We collect, store and process your personal information on our server located in the UK. Our primary purpose in collecting personal information is to provide you with a safe, smooth, efficient, and customised experience. Upon completing your transaction with us, you agree that we may use your personal information to:

- (a) provide the services and customer support you request;
- (b) resolve disputes, collect fees, and troubleshoot problems;
- (c) prevent potentially prohibited or illegal activities, and enforce our User Agreement;
- (d) customise, measure, and improve our services and the content and layout of our website;
- (e) deliver targeted marketing and advertising, service updates, and promotional offers unless otherwise stated;
- (f) compare information for accuracy, and verify it with third parties.

We may combine your information with information we collect from other companies and use it to improve and personalise our services. If you don't wish to receive marketing communications from us or participate in our ad-customisation programs, simply contact one of our staff using [info@academyofurbanism.org.uk](mailto:info@academyofurbanism.org.uk) or telephone +44 (0) 20 7251 8777.

Where you submit personal information for publication on our website, we will publish and otherwise use that information in accordance with the license you grant to us. We will not sell, rent or share your personal data with third party organisations.

### 4. Who we share your information with

All our website financial transactions are handled through our payment services provider, Paypal. You should only provide your personal information to Paypal after reviewing the Paypal privacy policy (available at [www.paypal.com](http://www.paypal.com)). We will share information with Paypal only to the extent necessary for the purposes of processing payments you make through us. We store your credit card and financial details purely for transaction reconciliation purposes, after which these details are destroyed.

With the exception of PayPal, who process our online transactions, The Academy of Urbanism will not disclose any information received from you to third party organizations or individuals without your consent.

### 5. How we contact you in future

In future, based on the information you have provided, The Academy of Urbanism will contact you from time to time by email about other suitable products that you may be interested. These are selected according to previous purchases. We may also contact you infrequently by post or by

telephone in relation to the service we are offering. All communication is in good faith and, as we take your privacy very seriously, you can stop communication from us at any time by emailing [info@academyofurbanism.org.uk](mailto:info@academyofurbanism.org.uk) or telephoning +44 (0) 20 7251 8777.

## **6. How we store your information**

The Academy of Urbanism is committed to storing your information securely. Information is stored on The Academy of Urbanism's server, which is protected by firewalls and protected by industry-standard software. We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information. You are responsible for keeping your user details confidential.

## **7. How you can amend your stored information**

Please let us know if the personal information that we hold about you needs to be corrected or updated by contacting us via [info@academyofurbanism.org.uk](mailto:info@academyofurbanism.org.uk)

## **8. Policy amendments**

We may update this privacy policy from time-to-time by posting a new version on our website. You should check this page occasionally to ensure you are happy with any changes. We may also notify you of changes to our privacy policy by email.

## **9. Contact us**

If you have any questions or comments about the way in which we handle transactions with you please contact us by either of the following means

Email: [info@academyofurbanism.org.uk](mailto:info@academyofurbanism.org.uk)

Post: The Academy of Urbanism, 70 Cowcross Street, London EC1M 6EJ, UK

Phone: +44 (0) 20 7251 8777