

1 General

Our Privacy Policy covers the recording, use and disclosure of information that is provided in the course of our providing our services. All information received is treated as confidential. Such data is collected whenever a service is requested and in providing that information consent is given to its use in accordance with this Policy.

2 Data Collection

Data is collected either from Call details provided by our Customers or through other written communication to echo. This information is only collected when specifically supplied by the Customer. Some of this information may be personal (information that can be used to identify an individual such as their full name, address, email or phone number) echo does not collect sensitive personal data (such as details of race, religion, health etc).

Personal information is not normally gathered without it being actively provided.

In some instances, by visiting echo web site, mail addresses may be recorded without their having been actively provided. These may be used to forward further information about echo but will not be divulged to a third party. echo's website may contain links to other web sites. Such sites are not covered by our data privacy policy and echo accepts no responsibility for the content or for any data obtained by these.

Similarly echo may retain the contents of emails sent to us along with the mail address. Email is not secure and echo accepts no responsibility for any personal details supplied by this means.

3 Data Usage

Individual personal details will not be passed on to any third party without the individual's consent. The data we collect will only be used for the purpose of fulfilling our service obligations. Where this entails passing details to a third party we require them to be bound by this policy.

Data may also be retained as a record of the service and for reporting purposes. Staff at echo and at our direct Customers may have access to this data but it will not be disclosed to other third parties.

The only other circumstance in which data would be disclosed without the individual's permission would be if we were required to do so by law or government regulation.

4 Data Security

echo has a legal duty to protect the confidentiality of information supplied and will take reasonable steps to protect same in accordance with legislation such as the current Data Protection legislation.

echo take appropriate steps to protect private data from loss and misuse. echo use approved security standards to prevent unauthorised access but do not encrypt data. In particular any information supplied electronically is not totally secure and such communication is at sender's risk

Where passwords or other forms access restriction are used, Customers have a responsibility to safeguard them.

5 Access to and Correction of Personal Data

echo will take all reasonable steps in accordance with our legal obligations to update or correct personally identifiable information that we hold..

Any individual is entitled to request access to information held about them to require it to be corrected if it is inaccurate.

This can be done by writing to The Data Protection Officer, echo Ltd., 30 High Park Drive, Wolverton, Milton Keynes, MK12 5TT.

6 Version Control and Changes to Policy

Any changes to our Privacy Policy will be posted on our website at www.echold.com.

This Privacy Policy is dated June 2006.