



## Privacy Policy

Each of our websites, [www.red24.com](http://www.red24.com), [www.red24plc.com](http://www.red24plc.com), [www.red24assist.com](http://www.red24assist.com), [www.green24.com](http://www.green24.com), <https://tracker.red24.com> <https://traveltracker.red24.com> and [www.red24threatforecast.com](http://www.red24threatforecast.com), (the 'site') is operated by the red24 Group, which includes red24 plc, red24 Operations Limited, red24 CRM (Pty) Limited, red24 Inc, red24 Sales Limited, and Green 24 Limited (referred to as 'we', 'our' and 'us'). Details of our registered office addresses and VAT numbers are set out below.

We are committed to protecting and respecting your privacy. This policy sets out the basis on which any personal data that we collect from you, or that you provide to us, will be processed by us. Please read the following information carefully in order to understand our views and practices regarding your personal data and how we will treat it. By visiting our site and providing information, you accept and consent to the practices described in this policy.

For the purpose of the Data Protection Act 1998 (the 'Act'), the data controller is red24 Operations Limited, whose registered office address is set out below.

### Information requirements – website membership

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We may collect, request and process the following data when you apply for membership to the site or to the red24 TravelTracker application:

- Information that you provide on our site. This includes information provided at the time of registering to use our site and/or subscribing to our standard online services, and may include:
  - Name;
  - Organisation;
  - Parent company;
  - Work email address;
  - Telephone number;
  - Mobile number;
  - Country; or
  - Password (where applicable).

### Information requirements – electronic service requests

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In accessing the Website, you agree to be bound by the [Terms of Website Use](#).

### Warranty and Limitation of Liability

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We may collect, request and process the following data when you make a specific request to us:

- Information required to identify your request or issue.
- Information required to satisfy your request or issue.

We may also ask you to voluntarily complete a follow-up response, to ensure that:



The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area (EEA). It may also be processed by personnel operating outside the EEA who work for us or for one of our vetted suppliers. Such personnel may be engaged in, among other things, the fulfilment of your order, the processing of your payment details, and the provision of security and other services. By submitting your personal data, you agree to this transfer, storing and/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 our secure servers. 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 such a password with anyone.

Unfortunately, the security of information transmitted via the internet cannot be completely guaranteed. Although we will take all reasonable measures available to us 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 to it.

## Information usage

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We use information held about you in the following ways:

- Internal record keeping.
- To improve our products and services.
- To ensure that content from our site is presented in the most effective manner for you and for your computer, or to customise the site according to your interests.
- To provide you with information and send you emails about products or services that you request from us.
- To provide you with information and send you emails about products or services which we feel may interest you, where you have consented to be contacted for such purposes.
- To carry out our obligations arising from any contracts entered into between you and us.
- To allow you to participate in interactive features of our services, when you choose to do so.
- To notify you about changes to our services.
- To administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes.
- As part of our efforts to keep our site safe and secure.

## Information we receive from other sources

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We may combine this information with information that you give to us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

## Disclosure of your information

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We do not share, sell, rent or trade your personal data with third parties, other than as disclosed within this privacy policy.

We may disclose your personal information to third parties in the following circumstances:



