

The Privacy Policy Statement applies to your use of the Websites.

These terms shall be governed by and construed in accordance with the laws of England and you and we agree to submit to the exclusive jurisdiction of the courts of England and Wales. These Websites are only intended to be accessed and used within the United Kingdom and you should not access or use it from any other territory.

If any of these terms are determined to be invalid, illegal or otherwise unenforceable under the laws of any state in which they are intended to be effective then to the extent and within the jurisdiction in which that term is illegal, invalid or unenforceable, it shall be deemed severed and deleted from these terms but the rest of these terms shall remain in full force and effect.

Privacy Policy Statement

xoserve (referred to as "xoserve", "we", "us" or "our") is committed to respecting your privacy and to complying with applicable data protection and privacy laws. You can visit most xoserve websites (referred to as the "Websites") without disclosing any personally identifiable information about yourself. This Privacy Policy Statement explains how we collect, use and protect your information when you visit the Websites. Please take a few moments to read the sections below.

This notice should be read in conjunction with the Terms and Conditions on the Websites.

Personal Information Collection in connection with the Websites

When you make enquiries and/or send comments to us we need to know your name and e-mail address and contact details so that we (and our agents and contractors) can respond to your enquiry or comments. In addition we may process your personal information to maintain relevant databases and to communicate with you in general.

Your information may, for any or all of the above purposes, be disclosed to any or all of the following:

- third party service providers who use your personal information to provide services to us;
- auditors, contractors or other professional advisers of xoserve;
- shareholders, officers or directors of xoserve; and
- gas transporters.

From time to time we may provide your information to our customer service agencies for research and analysis purposes so that we can monitor and improve the services we provide. We or our agents or sub-contractors may contact you by post, e-mail or telephone to ask you for your feedback and comments on our services.

We may also wish to use your information to tell you about special features of our Websites or any other service or product we think may be of interest to you. If you would like to receive this information, please send an e-mail message to box.xoserve.communications.internet@xoserve.com

Automatic Collection of Information in Connection with the Websites

We may use cookies to automatically log your domain and IP address (a unique string of numbers that identifies a computer on the Internet by programming). This data is used to see where the Websites are being used in the world to ensure coverage, and to help better understand Websites usage, so that we can improve our service to you. This information does not identify you as an individual, but only the computer that is being used to view the Websites. Please refer to the help guide from your browser for further guidance on cookies.

Information Security

Please be aware that communications over the Internet, such as emails/webmails, are not secure unless they have been encrypted. Your communications may route through a number of countries before being delivered - this is the nature of the World Wide Web/Internet. Xoserve cannot accept responsibility for any unauthorised access or loss of personal information that is beyond our reasonable control.

We believe we have appropriate policies, rules and technical measures to protect the personal data that we have under our control (having regard to the type and amount of that data) from unauthorised access, improper use or disclosure, unauthorised modification, unlawful destruction or accidental loss.

All our workers and third parties that have access to, and are associated with the processing of, your personal information are obliged to respect the privacy of your personal information.

Updating Your Details in connection with the Websites

If any of the information that you have provided to us changes, please let us know the correct details by sending an e-mail to box.xoserve.webpublishingsupport@xoserve.com.

Your Consent in connection with the Websites

By submitting your information you consent to the use of that information as set out in this Privacy Policy Statement. We reserve the right to amend or modify this Privacy Policy Statement at any time and in response to changes in applicable legislation. If we change our Privacy Policy Statement we will post the changes on this page. Continued use of the service will signify that you agree to any such changes.

Use Of Your Personal Information Submitted To Other Websites

xoserve cannot be responsible for the privacy policies and practices of other non-xoserve websites even if you accessed the third party website using links from our Websites or you linked to our Websites from a third party website.

We recommend that you check the policy of each website you visit and contact the owner or operator of such website if you have any concerns or questions.

Your Rights In Relation To Your Information

You can write to us to obtain a copy of your personal information and to have any inaccuracies corrected or your information erased. We will require proof of your identity before providing or modifying information we may hold about you. xoserve reserves the right to charge you (up to £10) for providing information. Please write to:

xoserve Limited
Legal Department
31 Homer Road
Solihull
B91 3LT
Tel : 0121 623 2303

In addition, if you have any enquiry about xoserve's Privacy Policy Statement or data protection practices, please write to the Legal Department at the above address.