
Privacy Policy

What this policy covers

Your privacy is important to us, and so is being transparent about how we collect, use, and share information about you. This policy is intended to help you understand:

- [What information we collect about you](#)
- [How we store and secure information we collect](#)
- [How we use information we collect](#)
- [How we share information we collect](#)
- [How to access and control your information](#)
- [Other important privacy information](#)

What information we collect about you

We collect information about you when you provide it to us, when you use our Services, and when other sources provide it to us, as further described below.

Information you provide to us

We collect information about you when you register on the Neighbourhood Alert system (Alert) or otherwise provide it directly to us.

Account and Profile Information

The information we store is collected during this registration process. We will always tell you before we capture your information why we need the information and how we will use it.

All the information is stored in an encrypted secure format on our servers hosted within the UK. Only authorised members of the VISAV team and Information

Providers you select during or subsequent to this registration process have access to your personal information.

Information you provide through our support channels

The Services also include our customer support, where you may choose to submit information regarding a problem you are experiencing with Alert. Whether you designate yourself as an Alert administrator, open a support ticket, speak to one of our representatives directly or otherwise engage with our support team, you will be asked to provide contact information, a summary of the problem you are experiencing, and any other documentation, screenshots or information that would be helpful in resolving the issue.

How we use information we collect

The Alert Licensees (Information Providers) you select will send you messages which can be tailored to your requirements by the information you provide at registration or subsequently by logging into your account. We may from time to time send you surveys which, based on your answers, may update your profile.

How we share information we collect

Your information is shared with the Information Providers you select either during the registration process or subsequently.

Please be assured that we will never sell your information, or share it with any third party, save those Information Providers you have selected, or with any government agency entitled to this information by law. However, if in the event that VISAV Limited is ever sold as a going concern, or enters into administration, the database of clients and prospects, shall be deemed an asset of the company, and the consents and permissions provided by the data subject shall be transferred to the new owners.

Social Media Widgets: The Alert system may include links that direct you to other websites or services whose privacy practices may differ from ours. Your use of and any information you submit to any of those third-party sites is governed by their privacy policies, not this one.

Third-Party Widgets: Some of our Services contain widgets and social media features, such as the Twitter "tweet" button. These widgets and features collect your IP address, which page you are visiting on the Services, and may set a cookie to enable the feature to function properly. Widgets and social media features are either hosted by a third party or hosted directly on our Services. Your interactions with these features are governed by the privacy policy of the company providing it.

How we store and secure information we collect

Information storage and security

The Neighbourhood Alert system servers are located in a Manchester City Centre, highly resilient (ISO27001) accredited tier 3+ Data Centre.

How long we keep information

How long we keep information we collect about you depends on the type of information, as described in further detail below. After such time, we will either delete or anonymise your information or, if this is not possible (for example, because the information has been stored in backup archives), then we will securely store your information and isolate it from any further use until deletion is possible.

Account information: We retain your account information for as long as your account is active and a reasonable period thereafter in case you decide to re-activate your Alert account. We also retain some of your information as necessary to comply with our legal obligations, to resolve disputes, to enforce our agreements, to support business operations, and to continue to develop and improve our Services. Where we retain information for Service improvement and development, we take steps to eliminate information that directly identifies you, and we only use the information to uncover collective insights about the use of our Services, not to specifically analyse personal characteristics about you.

Alert Messages: We retain these for a period of 2 years.

How to access and control your information

You have certain choices available to you when it comes to your information. Below is a summary of those choices, how to exercise them and any limitations.

Your Choices:

You have the right to request a copy of your information, to object to our use of your information, to request the deletion or restriction of your information, or to request your information in a structured, electronic format.

Your request and choices may be limited in certain cases: for example, if fulfilling your request would reveal information about another person, or if you ask to delete information which we or your administrator are permitted by law or have compelling legitimate interests to keep.

Access and update your information: You can update your information at any time by logging into your account or by emailing a request to our support team on support@neighbourhoodalert.co.uk .

Deactivate your account: If you no longer wish to use Alert, you can unsubscribe via the “settings” link at the foot of any Alert email, or by contacting our support team to request your account’s removal.

Turn off Cookie Controls: Some browsers have incorporated "Do Not Track" (DNT) features that can send a signal to the websites you visit indicating you do not wish to be tracked. Because there is not yet a common understanding of how to interpret the DNT signal, our Services do not currently respond to browser DNT signals.

Other important privacy information

Administrators are able to:

- Reset your account password;
- restrict, suspend or terminate your access to Alert;
- access information in and about your account;
- access or retain information stored as part of your account;

- restrict, suspend or terminate your account access;
- change the email address associated with your account;
- change your information, including profile information;

Our policy towards children

The Services are not directed to individuals under 13. We do not knowingly collect personal information from children under 13. If we become aware that a child under 13 has provided us with personal information, we will take steps to delete such information. If you become aware that a child has provided us with personal information, please contact our support at support@neighbourhoodalert.co.uk .

Changes to our Privacy Policy

We may change this privacy policy from time to time. We will keep you informed of any privacy policy changes. If the changes are significant, we will provide a more prominent notice by adding a notice on the admin homepages, login screens, or by sending you an email notification. We will also keep prior versions of this Privacy Policy in an archive for your review. We encourage you to review our privacy policy whenever you use the Services to stay informed about our information practices and the ways you can help protect your privacy.

If you disagree with any changes to this privacy policy, you will need to stop using Alert and deactivate your account(s), as outlined above.

Contact Us

If you have questions or concerns about how your information is handled, please direct your inquiry to VISAV Ltd.

VISAV Ltd.

Sherwood Business Centre

616a – 618a Mansfield Road

Sherwood

Nottingham

NG5 2GA

E-Mail: support@neighbourhoodalert.co.uk