

## HODDER AND STOUGHTON Privacy Policy

Our privacy policy applies to all information you provide about yourself to us whether via any of our websites or by other means. References to "we", "us" and "our" are to any company in the Hachette UK Group of companies. References to "you" and "your" mean the person using our website or otherwise providing personal information to us.

Our policy sets out:

- how we collect and use personal data,
- who we share it with,
- protection of data,
- your rights and responsibilities; and
- how to contact us.

We take responsibility for protection of your personal data seriously and will take care in use and handling of your personal data. We reserve the right to make any changes to our privacy policy and, if we do so, the new policy will replace this one.

### Collection and Use of Personal Data and Cookies

During your interaction with us, whether via our websites, social media, by email, through completion of surveys, use of our apps or by any other means, we may collect personal details such as your name, address, email address, birthday, the type of device you use to connect to the internet, and details of your interests in order to provide you with information or reply to your queries. We will also collect and process data about you if you purchase any books through us and/or if you enter any competition run by or in association with us, although these may also be subject to additional terms and conditions.

We may use such personal data collected to:

- process your request, for example, to purchase products
- communicate with you and provide information about our products and services and those of the Hachette UK group of companies and to administer your account
- send you marketing communications about products, activities, promotions or other matters that we feel may be of interest or use to you
- contact you about a products you have bought, submission you have made or content you have provided.
- analyse your use of our websites, our apps and response to our communications and improve the services we offer, including personalising our communications with you.

### Cookies

We also collect certain information through the use of cookies and other automated means or tools such as Google Analytics for the purposes set out above. Please see our cookie policy for information about cookies, how we use them and how you can manage them.

We will notify you if we intend to use your personal data in other ways. We may communicate with you by email, phone or any other channel to which you have agreed. You can opt out of receiving further information of this nature from us by sending an email to [privacy@hachette.co.uk](mailto:privacy@hachette.co.uk) or by any other means indicated to you for the particular channel of communication.

## Sharing Personal Data

We may pass information that you have given us to other companies within the Hachette UK Group of companies. These companies will include our parent company, their parent company and all of the subsidiaries of these respective companies (the "Group"). Data processing of your information may be undertaken by Hachette UK Limited or another company in the Group, who may use a third party to fulfil such data processing needs.

We may also pass information that you have given us to our business partners, suppliers and sub-contractors for the performance of any contract we entered into with them or you. Such information may be processed by the staff of such third parties for purposes including without limitation the fulfilment of your order, the provision of services, administering websites and for internal operations or other functions, including troubleshooting, data analysis, testing, research, statistical and survey purposes, improving websites, measuring or understanding the effectiveness of advertising served to you and others, delivering relevant advertising to you, making suggestions and recommendations to you and other users of our site about goods or services that may interest you or them, and combining with other information for these purposes.

Details of any third party to whom your financial information may be passed for fulfilment of your order will be available. Such order will be subject to separate terms and conditions.

We do not sell personal data about our customers to third parties. However, we may release personal data if we acquire any new businesses and/or sell or transfer all or part of our business.

We reserve the right to release personal data when we believe that release is appropriate in order to comply with the law, or to enforce our terms and conditions, or to protect our rights, property, or safety, and that of companies in the Group, our customers, or other third parties.

## Protection of Personal Data

We will take all reasonable precautions to ensure that all the personal data that you have submitted via the website remains secure and have procedures to protect the storage and disclosure of personal data.

## Parents and guardians

We encourage you to get involved with your children's online usage and to be aware of the activities in which they are participating. Our websites may not be directed toward children and may not be suitable for their use. There may be some areas of the websites that may be attractive to children even though they are intended for adults. Therefore, we strongly recommend that you actively monitor your child's interaction with the websites and their submission of personal information to the websites. You should be aware that if your children voluntarily disclose their names, email addresses or other information online, such disclosures may result in unsolicited messages. We have a separate policy for websites directed at children.

## Data Transfers

We may transfer personal data we collect about you to countries outside the EEA which may not have the same data protection laws. If we do so we will ensure any such information is protected as set out in this privacy policy and required by law.

## Your Rights and Responsibilities

You have the right to access the personal data which we hold about you and to have any errors corrected. It is your responsibility to ensure that we have correct contact information. This will enable us to provide you with the best service possible.

If at any time you wish your personal data to be completely removed from all our systems, or if you just want to update any personal data we have about you, please send an email to [privacy@hachette.co.uk](mailto:privacy@hachette.co.uk) or write to us at Carmelite House, 50 Victoria Embankment, London EC4Y 0DY.

## Privacy Support

Please contact us by any means if you have any questions or are unhappy about the way your data is used. We hope we will be able to resolve any problems or issues you may have. If you are not satisfied with our response you may wish to contact the Information Commissioner at [www.ico.gov.uk](http://www.ico.gov.uk)