

Experience Exchange Ltd Privacy Policy

Last updated: 14th October 2013

This privacy policy describes our practices in connection with the personal data that you provide to Experience Exchange Ltd. through:

- (a) our website (www.exp-exchange.com), and/or
- (b) any other means, such as during a telephone call or by email – which includes whilst contracting with us for, or using our service(s), etc.

Our contracted service(s) may have particular privacy terms and conditions which will take precedence should there be any discrepancy with this privacy policy. Particular privacy terms applicable to services you wish to purchase or use will be highlighted at the time such service(s) are requested.

Third parties' websites you access through our website fall outside of our control and are not covered by this privacy policy but governed by the privacy policies of those third parties' websites. Such sites are neither reviewed nor endorsed by us.

1. Updates to this Privacy Policy

We may change this privacy policy. Please note the "Last updated" message at the top of this page to see when this privacy policy was last revised. The processing of your personal data will be governed by the privacy policy in force at the time your personal data is collected unless otherwise agreed by you or allowed under applicable law.

2. What categories of Personal Data are collected?

When you register with us, we will collect personal data such as your name, street address, email address, telephone number. You may choose to provide additional information such as descriptions of your skills, professional experience, educational background and professional affiliations. With your approval, other members with whom you interact may provide recommendations and endorsements. Should you contract to purchase goods or services from us or through our website, we will collect personal data such as payment information, including credit card data. In addition, we collect certain information through cookies and similar electronic devices, as further described in the cookies section below. We will ask for your consent if we wish to use your data for a purpose materially different than for which it was collected.

3. Who determines what Personal Data are collected, how and for what purposes?

The data controller will be: Experience Exchange Ltd.

For products or services contracted from third parties, the third party company that contracts with you, as identified in the terms and conditions applicable to the purchase or use of the relevant product or service. Third parties' and affiliates' websites you access through our website fall outside of our control and are not covered by this privacy policy but governed by the privacy policies of those third parties' websites. Such sites are neither reviewed nor endorsed by us.

All terms and conditions of our products and services (unless expressly provided for therein), including this privacy policy, may be assigned to any third party.

4. How is your Personal Data collected?

Directly from you, when you are interacting with us, *for example information you give us as requested by phone, email or detailed in the forms you complete. Also information we collect from your use of our products and services such as online searches, interaction, feedback and endorsements of and from other users, and searches you conduct or your interaction with adverts that we place on websites or other media.*

Directly from third parties: if allowed by law.

5. What Personal Data and for what purposes is it used by us?

We collect personal data (as detailed in the forms you will be asked to complete) as required to perform the following purposes:

(a) To evaluate an application for an account or for contacting for purchase or use of our products or services. *For example, depending on the product or service, this may include for example your date of birth to verify whether you are eligible to create an account of a specific type, or your DBS status to verify whether you are eligible to interact with certain member groups.*

(b) To provide you with a product or service you have requested. *For example, to answer your questions or respond to comments submitted to us; to send you information you have requested; to perform and enforce the terms and conditions that govern the product or service (which may include, depending on the product or service, the recording of calls between us and you to evidence the rendering of the product or service or the identification of activities that are prohibited under the terms and conditions that govern the product or service, for accounting, billing and payment verification purposes, to collect debts, to serve notice of unpaid, due and enforceable debts to solvency files which payment has been requested from you); to award a prize if you are the winner of a competition, to post content you have submitted for publication, such as ratings and reviews; to share your personal data with payment processing organizations, etc*

(c) To enable you to interact with other users in the course of using a product or service you have requested. *For example, we may use your location, your academic achievements or professional qualifications and/or affiliations to match you to other users requesting help. We may also use feedback and endorsements from other users in the same way. You can search for other users, requests, offers and opportunities, for content and to find users with particular expertise or experience. We use personal information including member profiles, content, and business profile pages, to inform and refine our search and matching capability.*

(d) To comply with our legal obligations or defend our interests in judicial or administrative proceedings. *For example, this includes responding to the requests of governmental and judicial orders of any competent jurisdiction or sharing personal data with other enforcement agencies regarding any mandatory requirement.*

(e) To carry out any reorganization, merger, sale, joint venture, assignment, transfer or other disposition of all or any portion of our business, assets or stock. *For example, this includes a sale of our assets such as our databases, in connection with a bankruptcy proceeding or any form of business reorganization.*

(f) To analyse how our products and services are used by our customers and to improve our business. *For example, this includes the analysis of statistical information on the use of our website by visitors as well as of any feedback on our business or testimonials that you may provide. We may (but we are not obliged to) publish any feedback or testimonials (online or offline) and your name in order to promote our business (your user ID may be published, but your e-mail address and other contact details will not be).*

(g) To honour your preferences on direct marketing and for advert targeting purposes. We (or other third parties, including our affiliates) may send you direct marketing communications in accordance with applicable privacy laws, which may or may not be personalised for you (i.e., tailored to your profile), by any means (e.g., post, phone call, email, text message or other electronic means) and carry out advert targeting. *For example, whenever you provide us with any personal data (e.g., when you ask for our products or services), we will ask you for your preferences in this respect and provide you with information on the kind of direct marketing available and on whether third party data controllers may send you such direct marketing or carry out the advert targeting.* We will not share any personal data with affiliates or other third parties for these purposes without meeting the requirements of privacy laws. To discontinue direct marketing or advert targeting, you may send a request as explained in section 10. Regarding direct marketing by electronic means, we will inform you in each of our communications how to unsubscribe, and will answer your request as soon as reasonably practicable, and in any case, within the term legally determined.

Please note that if you do opt-out of receiving marketing-related messages from us, we will still send messages as necessary to fulfil other purposes (such as administrative messages relating to the operation of the product or service).

We also collect information for statistical analysis and research purposes, and will from time to time perform surveys which users can choose to participate in.

6. Which Personal Data and for which purposes are they shared with third parties?

Personal data may be used or shared with third parties:

(a) if it is necessary for the following purposes mentioned in section 5 above: **(5.a) to evaluate an application regarding the contracting of our products or services, (5.b) to provide you with a product or service you have requested, (5.c) to enable you to interact with other users in the course of using a product or service that you have requested, (5.d) to comply with our legal obligations or defend our interests in judicial or administrative proceedings; (5.e) to carry out any reorganization, merger, sale, joint venture, assignment, transfer or other disposition of all or any portion of our business, assets or stock; and (5.f) to analyse how our products or services are used by our customers and to improve our business;**

(b) if it is necessary **(5.g) to honour your preferences on direct marketing and for advert targeting purposes** (mentioned in section 5 above), i.e., if you have agreed to receiving marketing and targeted adverts

from us and/or certain third parties; or

(c) if these third parties are service providers and work on our behalf to support us in performing any of the abovementioned purposes.

(d) if the third parties are clients and/or partners purchasing summary or anonymised data for statistical analysis and research purposes. In this instance, the information provided will be summarised and restricted to specific classifications, including but not restricted to location (County and/or Town), industry category, academic achievement, professional association(s), interaction type (e.g. Volunteering, Coaching, Mentoring).

The third party recipients under (6.a), (6.b), (6.c) or (6d) may be located world-wide, including outside of the European Economic Area (EEA) (such as the US) these countries may provide personal data protection standards that are not necessarily equivalent to those applicable in the EEA.

7. Cookies

We and our business partners collect information about your use of our website through cookies. Cookies are information files stored on your computer that help websites remember who you are and information about your visit. In those websites where cookies are used, you will find a cookie policy which provides detailed information on which cookies are used. Without prejudice to other deactivation means that might be made available in each website, if you do not want a website to create a cookie on your computer, the option to disable it may be activated in your browser.

8. Your responsibilities when you provide us with or allow us access to your Personal Data

You must provide accurate personal data and to do so only when you are 11 years of age or over and to keep such data up-to-date. You must comply with any data protection and privacy legal requirements applicable to you. You must comply with and not disable any security measure of a Website. If you are acting as a representative of any legal entity, you must only provide your professional contact details in respect of that legal entity.

9. Use of the Website by Minors

Our website is not directed to individuals under the age of eleven (11), and we request that these individuals do not provide any personal data through our website.

Users between the ages of eleven (11) and eighteen (18) will have additional security and safeguarding controls, processes and restrictions placed upon them. *For example, users under the age of eighteen (18) will be required to identify a parent or legal guardian who gives express permission for the minor to create an account and use the services, who assumes responsibility for the appropriate use by the minor of the services, and who has access rights to view communications between the minor and other users through the internal mail system.*

10. Managing your rights regarding your Personal Data held by us as data controller

You may contact us (at info@exp-exchange.com with written proof of your identity, such as a copy of your photo ID, with signature)

(a) to request a copy of your personal data; or

(b) to request that your personal data be corrected, amended, rectified or deleted if they are inaccurate or incomplete; or

(c) to object to the processing of your personal data for certain purposes (such as direct marketing).

If you are a registered user of one or more account(s), (10.a) and (10.b) may also be managed directly by you in your account management/your profile section. We will answer your request as soon as reasonably practicable, and in any case, within the term legally determined and will comply except where the burden or expense of providing access would be disproportionate to the risk to you, or compliance could result in someone else's rights being violated.