

# Community News



## Privacy and Terms of Service

Next Revision: April 2018 | Version: V1.0

### Table of Contents:

Page 2: Introduction

Page 3: Reader Rules

Page 5: Your Data and Personal Information

Page 9: Emails and Weekly Editions

Page 10: This Policy

## **Introduction:**

Your privacy is important to the Community News. So, we have taken the time to develop a privacy policy that covers how we collect, use, disclose, transfer and store your personal information. If you have any questions about anything in this policy or you would like anything clarifying then please do not hesitate to get in touch with us via email [communitynewshq@outlook.com](mailto:communitynewshq@outlook.com)

Community News has one clear aim which is to provide you with all of the latest news, weather, sport and more in one weekly roundup called the Community News Weekly Edition which we release every Saturday. In the past we have had a website however, we decided to terminate the website development due to the amount of traffic we received.

We would like to thank you for your continued support as we continue to grow and improve our services.

When we refer as "We, Us or Our" we mean Community News.

Thank You

Kain Monty  
Manager of the Community News.

## Reader Rules:

Our Reader Rules cover our emails, our social media accounts, and all other social media accounts ran by Community News.

By interacting with our social accounts in any way including liking, reacting to, commenting on, sharing, retweeting, quoting, etc. whether you like, follow or subscribe to that page or not you agree to abide by our Reader Rules listed below.

- ▶ Do not use profanity, do not imply it, mask it or attempt to get around the filters.
- ▶ Do not bully
- ▶ Do not discriminate against anyone because of their race, gender, sexual orientation, gender identity, national origin, religion, age, disability, skin colour, ethnicity, or any other characteristic.
- ▶ Do not make any abusive comments against anyone, including staff.
- ▶ Treat everyone with respect.
- ▶ Do not make threats of violence towards anyone or suggest that someone should do something violent towards someone else, no matter what they may or may not have done that you think they deserve it.
- ▶ Do not make unsuitable or inappropriate comments.
- ▶ Do not post or share inappropriate or unsuitable photos, graphics, videos, emojis, smilies, memes or gifs.
- ▶ Do not spam, which includes the unsolicited promotion of a commercial website or product. If you have something you wish to promote or advertise you must seek permission from us first. The only exemption from this rule is that is events to raise money for a local registered charity.
- ▶ Do abide by the law. If you break the law we will pass the information onto the Police.
- ▶ Do not name and shame.
- ▶ Do not make potentially libellous or personal comments about a named individual, group of people, company or organisation.
- ▶ Remember that you, and you alone are responsible for your own comments.
- ▶ Only interact with our pages using your own personal account, using you real name on behalf of yourself and not as a page or via a non-personal account.

- ▶ Only representatives interacting in an official capacity with our pages on behalf of their organisation should interact with our pages as their organisations official page or account.
- ▶ We reserve the right to edit or change these rules at any time without prior notification.
- ▶ We also reserve the right to delete any posts or comments for any reason without notice. Any comments complaining or asking why a previous comment has been deleted will also be removed.
- ▶ We accept no responsibility or liability for any comments or posts on the page not made by us.
- ▶ We also accept no responsibility for the content of third party websites, including pages cached by Facebook Instant Articles and Google Accelerated Mobile Pages (AMP).

Failure to abide by the above rules may result in you being banned, blocked or muted.

We will not enter any correspondence or respond to any questions from or on behalf of any users that have, or may have, been banned or blocked from the page.

Please note that if you wish to make a genuine apology for the action(s) that resulted in you being banned or blocked then we may make the decision to unban or unblock you.

## Your Data and Personal Information:

### Collection and Use of Personal Information

Personal information is data that can be used to identify or contact a single person.

You may be asked to provide your personal information anytime you are in contact with Community News. We may also combine it with other information to provide and improve our services, content, and advertising. You are not required to provide the personal information that we have requested, but, if you chose not to do so, in many cases we will not be able to provide you with our services or respond to any queries you may have.

Here are some examples of the types of personal information Community News may collect and how we may use it:

### What personal information we collect

- ▶ When you email Community News, contact us or participate in an online survey, we may collect a variety of information, including your name, mailing address, phone number, email address and contact preferences.
- ▶ When you sign up to the Community News mailing list, we collect a small amount of information, which includes your name, email address and in some cases your phone number. We do not ask for your address as we do not need this information and we cannot store this information with regulations from the Data Protection Act 1998.
- ▶ In certain jurisdictions, we may ask for a government issued ID in limited circumstances including when signing up to our mailing list, entering our raffle or contacting the Community News. We follow the process required by law.

### How we use your personal information

- ▶ The personal information we collect allows us to keep you posted on the Community News's latest announcements, weekly editions, and upcoming events. If you don't want to be on our mailing list, you can opt out anytime by updating your preferences.

You can unsubscribe from our mailing list by emailing us from the address which you wish to unsubscribe from, with "Stop" in the message body and subject field and sending the email to [communitynewshq@outlook.com](mailto:communitynewshq@outlook.com)

- ▶ We also use your personal information to help us create, develop, operate, deliver, and improve our services, content, weekly editions and advertising, and for loss prevention and anti-fraud purposes.

- ▶ We may use your personal information, including date of birth, to verify identity, assist with identification of our readers, and to determine appropriate and tailored services.
- ▶ From time to time, we may use your personal information to send important notices, such as communications about announcements, discontinuations and changes to our terms, conditions, and policies. Because this information is important to your interaction with Community News, you may not opt out of receiving these communications.
- ▶ We may also use personal information for internal purposes such as auditing, data analysis, and research to improve Community News's services and customer communications.
- ▶ If you enter into a sweepstake, contest, raffle or similar promotion we may use the information you provide to administer those programs.

### **Collection and Use of Non-Personal information**

We also collect data in a form that does not, on its own, permit direct association with any specific individual. We may collect, use, transfer, and disclose non-personal information for any purpose. The following are some examples of non-personal information that we collect and how we may use it:

We may collect information such as occupation, language, zip code, area code, unique device identifier, referrer URL, location, and the time zone where any item that is owned by Community News is used so that we can better understand customer behaviour and improve our services and advertising. We don't usually collect this information; however, this is not to say that we don't.

### **Other Technologies**

Ads (Adverts) that are delivered by the Community News's advertising platform may appear in Community News Editions and on our social media platforms.

In some of our email messages, we use a "click-through URL" linked to content on an external website. When you click one of these URLs, they may pass through a separate web server before arriving at the destination page on our website. The third party can track this click-through data to help them to determine interest in particular topics and measure the effectiveness of our customer communications. If you prefer not to be tracked in this way, you should not click text or graphic links in the Community News email messages.

Pixel tags enable us to send email messages in a format customers can read, and they tell us whether mail has been opened, how many clicks have been made in that email and also see if an attachment has been downloaded. We may use this information to reduce or eliminate messages sent to customers.

### **Disclosure to Third Parties**

At times Community News may make certain pieces of personal information available to strategic partners that work with Community News to provide products and services, or that help Community News market to customers. Personal information will only be shared by Community News to provide or improve our services or advertising; it will not be shared with third parties for their marketing purposes.

### **Service Providers**

Community News shares personal information with companies who provide services such as information processing, delivering services to you, managing and enhancing customer data, providing customer service, assessing your interest in our services and conducting customer research or satisfaction surveys. These companies are obligated to protect your information and may be located wherever Community News operates.

### **Others**

It may be necessary – by law, legal process, litigation, and/or requests from public and governmental authorities within or outside your country of residence – for Community News to disclose your personal information. We may also disclose information about you if we determine that for purposes of national security, law enforcement, or other issues of public importance, disclosure is necessary or appropriate.

We may also disclose information about you if we determine that disclosure is reasonably necessary to enforce our terms and conditions or protect our operations or users. Additionally, in the event of a reorganization, merger, or sale we may transfer any and all personal information we collect to the relevant third party.

### **Protection**

Community News takes the security of your personal information very seriously. When your personal data is stored by Community, we use computer server systems with limited access housed in facilities using physical security measures.

When you use a social networking service, the personal information and content you share is visible to other users and can be read, collected, or used by them. You are responsible for the personal information you choose to share or submit in these instances. For example, if you list your name and email address on your social media profile, that information is public. Please take care when using these features.

## **Integrity and Retention of Personal Information**

Community News makes it easy for you to keep your personal information accurate, complete, and up to date. We will retain your personal information for the period necessary to fulfil the purposes outlined in this Privacy Policy unless a longer retention period is required or permitted by law.

## **Integrity and Retention of Personal Information**

Community News makes it easy for you to keep your personal information accurate, complete, and up to date. We will retain your personal information for the period necessary to fulfil the purposes outlined in this Privacy Policy unless a longer retention period is required or permitted by law.

## **Access to Personal Information**

You can help ensure that your contact information and preferences are accurate, complete, and up to date by completing our Contact Update Form which we send out once a year. If there is a change of your information then please email [communitynewshq@outlook.com](mailto:communitynewshq@outlook.com)

## **Third-Party Sites and Services**

Community News's services and editions may contain links to third-party websites, products and services. Our services may also use or offer products or services from third parties – for example, a third-party advertisement.

Information collected by third parties, which may include such things as location data or contact details, is governed by their privacy practices. We encourage you to learn about the privacy practices of those third parties. In our editions we mainly use BBC as our main source as well as Gazette Live, however we are not limited to those sources and may provide links to other third-party sources.

## **Privacy Questions**

If you have any questions or concerns about Community News's Privacy Policy or data processing or if you would like to make a complaint about a possible breach of local privacy laws, please contact us. You can always contact us by email [communitynewshq@outlook.com](mailto:communitynewshq@outlook.com)

All such communications are examined and replies issued where appropriate as soon as possible. If you are unsatisfied with the reply received, you may refer your complaint to the relevant regulator in your jurisdiction. If you ask us, we will endeavour to provide you with information about relevant complaint avenues which may be applicable to your circumstances.

## Emails:

Community News sends out a Weekly Edition usually every Saturday. The edition rounds up all of the latest news, weather, sport and more from that week. We include third party sources and links in our editions.

We send out all of our edition in an email which comes from either of our email addresses:

1. Communitynewshq@outlook.com
2. Communitynewseditions@outlook.com

All messages send from any of the above accounts are directed to the recipient intended only. If you believe that you have been sent an email in error. Please contact our Customer Support team at communitynewshq@outlook.com by forwarding the original email. After forwarding the email affected then please delete that email with immediate effect as it may contain personal and/or private information.

Please check the email address to see if it matches the ones listed above as there are lots of phishing scams with people aiming to impersonate a specific company. We recommend adding the above email addresses to your address book to make sure our emails don't go directly into junk.

Computer viruses and malware can be distributed via email, we will never have the intentions of sending viruses or malware via our emails. We cannot be held responsible for any malware or viruses send by the official Community News accounts as it's the recipients responsibility to complete a virus check before opening the email or any attachments contained in the email.

All content in our emails and its attachments are under copyright restrictions by us and any other sources in the attachments or emails.

## Community News Weekly Editions

Community News produces a weekly edition every Saturday which rounds up all of the news, weather and sport. All information in our editions are under copyright restrictions. You can see all of the copyright credits on the last page of each edition.

We are not responsible for any content from external sources or links in our editions. Community News does not own news stories or weather content unless "Community News" is the source of that article.

All weather information is accurate at the time of publication. We do have rigorous processes of editing to make sure that we keep mistakes to a minimum however, some mistakes may make the published copy.

## This Policy

Community News may update its Terms of Service and Privacy Policy from time to time. When we change the policy in a material way, a notice will be posted in our editions along with the updated Privacy Policy.

We complete an annual revision of the policy every six months. The next revision will be in April 2018.

<b>Date</b>	<b>Version</b>	<b>Changes</b>
15/10/2017	V1.0	Document Published