

FAMILIES ANONYMOUS UK WEBSITE TERMS & CONDITIONS

1. THE ESSENTIALS

1.1 This Website ('Site') is the property of the Families Anonymous UK Fellowship whose address is Doddington & Rollo Community Association, Charlotte Despard Avenue, Battersea, London SW11 5HD and as such may not be reproduced in total or in part. The address of this Site is <http://famanon.org.uk/>

1.2 According to its By-Laws, The Families Anonymous UK Fellowship, its individual members and member groups are to be provided assistance by the Service Office of Families Anonymous (UK, Eire and Gibraltar) Ltd – Company no. 8286152 (England & Wales) and Charity no. 1151750 registered by the Charity Commission of England & Wales

1.3 The Service Office of Families Anonymous (UK, Eire and Gibraltar) Ltd. embodies the legal, financial and corporate aspects of the Families Anonymous UK Fellowship. All monies and finances are handled by The Service Office of Families Anonymous (UK, Eire and Gibraltar) Ltd. through its bank account.

2. GEOGRAPHICAL SCOPE OF SERVICE

2.1 items which are purchased from this Site are delivered free of postage only to addresses in the United Kingdom of Great Britain and Northern Ireland. Postage to addresses outside the UK will be charged extra and is to be paid separately by arrangement between Families Anonymous UK and the Site User.

3. CONDITIONS OF SALE

3.1 These Conditions of Sale govern the sale of products by Families Anonymous UK through this Site. By placing an order with Families Anonymous UK, the Site User signifies his/her agreement to be bound by these conditions.

3.2 All prices shown on this Site are 'free delivered UK', i.e. postage and packing are included. They are liable to modification, with or without advance notice, should production, packing or postage costs change.

3.3 Method of payment options at check-out are: debit card, credit card, or PayPal.

3.4 Orders are assembled by volunteers as quickly as possible at the Families Anonymous UK office in Battersea: see 1.1. above. Three weeks should be allowed for delivery to UK destinations.

3.5 Should goods not have arrived within the time limit set out in the previous clause, or have arrived damaged before that

time limit, contact should be made with the Families Anonymous UK office to report the situation as soon as possible so that a satisfactory solution may be found, thereby safeguarding the Site User's interests.

3.6 Literature sold by Families Anonymous UK is protected by copyright and must not be reproduced, for whatever reason, without the explicit written consent of the copyright-holder: The World Service Board, Families Anonymous Inc., 701 Lee Street, Suite 670, Des Plaines, Illinois, IL 60016 USA with email: famanon@familiesanonymous.org

4. PRIVACY & SECURITY

4.1 Families Anonymous UK collects, uses, maintains and discloses information collected from the Site Users (each one being a "User" of the <http://famanon.org.uk/> Site. The following applies to this Site and to all products and services offered by Families Anonymous.

4.2 Families Anonymous UK may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit the Site, register, or place an order and also in connection with other activities, services, features or resources made available on the Site. Users may be asked for, as appropriate, name, email address, mailing address, phone number.

4.3 Families Anonymous UK may collect personal identification information from Users only if they voluntarily submit such information. Users can always refuse to supply personal identification information, except that it may prevent them from engaging in certain Site related activities. Furthermore, Users may visit this Site anonymously.

4.4 Families Anonymous UK may collect non-personal identification information about Users whenever they interact with this Site. Non-personal identification information may include browser name, type of computer and technical information about the Users' means of connection to the Site, such as operating system and the Internet Service Providers utilized and other similar information.

4.5 This Site may use cookies to enhance User experience. Users' web browsers place cookies on their hard drive for record-keeping purposes and sometimes to track information about them. Users may choose to set their web browser to refuse cookies, or to alert them when cookies are being sent. If they do so, they should note that some parts of this Site may not function properly.

If you leave a comment on our site you may opt-in to saving your name, email address and website in cookies. These are for your convenience so that you do not have to fill in your details again when you leave another comment. These cookies will last for one year.

If you have an account and you log in to this site, we will set a temporary cookie to determine if your browser accepts cookies. This cookie contains no personal data and is discarded when you close your browser.

When you log in, we will also set up several cookies to save your login information and your screen display choices. Login cookies last for two days, and screen options cookies last for a year. If you select "Remember Me", your login will persist for two weeks. If you log out of your account, the login cookies will be removed.

If you edit or publish an article, an additional cookie will be saved in your browser. This cookie includes no personal data and simply indicates the post ID of the article you just edited. It expires after 1 day.

4.6 Families Anonymous UK collects and uses Users' personal information for the following purposes:

TO PROCESS TRANSACTIONS

The information that that Users provide about themselves when placing an order may be used only to provide service to that order. This information is not shared with outside parties except to the extent necessary to provide the service; nor is it used for other purposes, such as marketing.

TO SEND PERIODIC EMAILS

The email address that Users provide for order processing will only be used to send them information and updates pertaining to their order. It may also be used to respond to their enquiries, and/or other requests or questions.

4.7 Appropriate data collection, storage and processing practices and as well as security measures are adopted to protect against unauthorized access, alteration, disclosure or destruction of Users' personal information, username, password, transaction information and data stored on this Site.

WHO WE SHARE YOUR DATA WITH

4.8 Any data pertaining to payment e.g. card numbers, is captured by the secure PayPal layer over a SSL- secured communication channel, encrypted and protected with digital signatures.

HOW LONG WE RETAIN YOUR DATA

4.9. Your personal data is retained for as long as necessary to fulfill the purpose for which it was given. Personal data on literature orders is exported after a year to a CSV file and removed from the website. The CSV files are kept securely in the FA UK office for accounting purposes for the

statutory time period required by HMRC, after which they are destroyed. For users that register on our website, we also store the personal information they provide in their user profile. All users can see, edit, or delete their personal information at any time (except they cannot change their username). Website administrators can also see and edit that information.

WHAT RIGHTS YOU HAVE OVER YOUR DATA

4.10 If you have an account on this site, or have left comments, you can request to receive an exported file of the personal data we hold about you, including any data you have provided to us. You can also request that we erase any personal data we hold about you. This does not include any data we are obliged to keep for administrative, legal, or security purposes.

5. DISCLAIMER

5.1 All the information on this Site is published in good faith for information and support purposes only. No warranties about the completeness, reliability and accuracy of this information are given so that any action taken based upon the contents of this Site is strictly at the User's risk. Families Anonymous UK will not be liable for any losses and/or damages in connection with the use of this Site, whatever the cause.

6. ACCEPTANCE OF THESE TERMS & CONDITIONS

6.1 Families Anonymous UK may update these Terms and Conditions at any time. The date of issue will appear at the foot of the current version. Users are encouraged to frequently check these Terms & Conditions for any changes in order to stay informed about the operation of this Site, and to be up to date about how Families Anonymous UK is helping to protect the personal information it collects. By using this Site, Users acknowledge and agree that it is their responsibility to review these Terms & Conditions periodically to become aware of modifications.

7. CONTACT & COMMUNICATION WITH FAMILIES ANONYMOUS UK

7.1 The Families Anonymous UK office in London welcomes contact about these Terms & Conditions, or indeed about any other matter within its scope, including the operation of and dealings with this Site, from its present and potential Site Users and clients, Families Anonymous groups and Fellowship members or members of the general public.

7.2 Details for contact are: Families Anonymous, Doddington & Rollo Community Association, Charlotte Despard Avenue, Battersea, London SW11 5HD Phone: 0207 498 4680 or lo-call 0845 1200 660 email: office@famanon.org.uk