

PRIVACY POLICY

This website is owned and operated by The Book Service Limited (TBS), a company registered in England and Wales with company number 00453161 and registered office at 20 Vauxhall Bridge Road, London, SW1V 2SA. TBS is a part of the Penguin Random House UK group of companies and our VAT number is 102838980. For the purpose of the Data Protection Act 1998, we are the data controller.

1. Interpretation

"We", "us" and "our" mean The Book Service Limited.

"You" and "your" mean the person using a Website under these Terms.

"Privacy Policy" means this Privacy Policy which applies to all instances of our collection and/or use of your personal data through the Website.

"Website" means www.thebookservice.co.uk

2. This Privacy Policy

This Privacy Policy sets out the basis on which any personal data we collect from you via the Website, or that you provide to us via the Website, will be processed by us. Please read this privacy policy carefully. By visiting this Website you are accepting the terms of this Privacy Policy. We will act in accordance with current legislation and aim to meet current best practice with regard to the processing of personal data. TBS is a registered as data controller in the United Kingdom under the Data Protection Act 1998.

TBS take your online privacy seriously. You may visit the Website anonymously as often as you like without providing any personally identifying information (such as your name, address or email address). We do not collect personally identifying information from you except when you specifically provide it, and we protect the information we receive. With your consent we may gather personal information from you when you complete the Website contact form. Please read below for a further explanation of the information we gather and how we use it.

3. Collection of data and how information we hold about you can be used

As you explore our Website, you will come across places in which you are able to provide us with information about yourself and/or your company. We explain each of these below. We will not use your personal information for any purpose other than as stated.

Contact Form

Where you provide personal information to us by means of the Website contact form, we will use such personal information for the purposes only of responding to your query and conducting any follow up we consider appropriate. In doing so, we may refer your details to the appropriate person or company whether a third party or within TBS, The Random House Group Limited, Penguin Books Limited or any of their affiliated companies.

Account Opening Forms

Where you provide personal information to us as part of an account opening procedure, we will use your personal information for the purposes of opening and managing your account. Please note that in opening an account you may be required to agree certain terms which will be presented to you before the conclusion of the account opening process. Continuing with the account opening process once you have received such terms will constitute your acceptance of, and agreement to be bound by, them.

When opening an account, we may require personal information from you such as your name, billing address, email address, contact telephone number and payment card information. This information will not be shared with other companies except for the purposes of opening and managing your account or otherwise in accordance with this Privacy Policy.

We will require that any third party must process your personal information in accordance with the Data Protection Act 1998.

By opening an account with us, you are agreeing that we, The Random House Group Limited, Penguin Books Limited and our/their affiliated companies may use the information you provide to us and information about your account for marketing purposes. This may include sending you marketing by email if you have indicated that you wish to receive email marketing from us.

4. Storage and Disclosure of Personal Data

We will retain the data we hold concerning you for as long as it is necessary to do so. We will retain and/or disclose your personal data to authorised authorities without your consent where we are required to do so under the law.

5. Cookies

Cookies are electronic tags that most websites place on your computer in the process of sending your computer a file, such as a web page. We use them as well. A cookie can tell us when a computer that has previously visited our site returns, and what pages it requests on each of its visits. Cookies help us keep track of how our visitors (or more accurately, their computers) use our Website, including such things as the type of browser they use, the frequency of their visits and the pages that are most popular. They can help smooth your travel through our Website by keeping track of information that has already been provided by your computer so that you do not need to re-enter it.

In no event do the cookies we place on your computer tell us anything about your visits to other websites (except those you enter through a link on our Website), or your use of the internet in any other way.

If you would still prefer not to receive any cookies, most browsers can be set to refuse cookies or to alert you when one is being sent. www.aboutcookies.org contains comprehensive information on how to do this on a wide variety of browsers and details on how to delete cookies from your computer. However, some portions of the Website may not function properly if the cookies are disabled.

Please see the table below for an overview of the cookies that we use.

Category of Cookie	Function	When Applied
Session	Remembers what you've done during the course of your browsing session on our Website. These cookies are erased when you close your web browser.	When you perform an action on our Website that needs to be remembered (for example, when filling in forms to ensure information is properly retained and processed through account opening processes).
Analytics	We use Google Analytics to help us analyse our web traffic. These cookies gather anonymous demographic information which we use to tell us what we're doing right and what we're doing not so right on our Website.	For a full explanation of Google Analytics Cookies, please visit their website .

6. Security of private information

We would like to be able to tell you that the personal information you provide us with is absolutely safe. Unfortunately, several well-publicised instances of computer security breaches make it impossible for anyone to be so confident. However we take reasonable steps to protect the information you provide us from theft, alteration or unauthorized inspection.

7. Contact

For comments or questions relating to your privacy on the Website, please email us at: businessdevelopment@tbs-ltd.co.uk