

WWW.CHARITYRETAIL.ORG.UK – TERMS OF USE (as at 9 November 2010)

These terms apply to all use of the website – www.charityretail.org.uk – whether as guest or visitor. Continued use indicates users' acceptance of these terms. The Association may change these terms at any time without notice. Continued use of the website indicates acceptance to any such changes.

COMPANY INFORMATION

Charity Retail Association

(Charity Retail Association is a trading name of the Association of Charity Shops)

A company limited by guarantee

Registered company number: 3709512

Registered office: Central House, 14 Upper Woburn Place, London WC1H 0AE

VAT registration number: 731 3311 79

Contact email in case of web enquiries: admin@charityretail.org.uk

Telephone number: 020 7255 4470

1. ACCESS

- 1.1 The Association will use reasonable endeavours to allow uninterrupted access to the website but access may be suspended, restricted or terminated at any time without notice.
- 1.2 From time to time the Association may restrict part, or all, of the website to registered members.

2. USERNAMES AND PASSWORDS

- 2.1 On becoming a member of the Association, organisations are issued with usernames and passwords for registered members of staff to enable access to the members' area of the website. These usernames and passwords are specific to each member organisation and are not transferable to other member organisations or to non-member organisations.
- 2.2 Usernames and passwords are confidential. The Association reserves the right to suspend or terminate an account where a security breach is suspected.
- 2.3 Any breach of security of a username and password must immediately be notified to the Membership and Website Officer on 020 7255 4470 or admin@charityretail.org.uk
- 2.4 Please see separate terms of use for the Virtual Meeting Spaces. http://www.charityretail.org.uk/members/virtual_meeting_space_terms.php

3. CONTENT

- 3.1 The Association regularly updates the website and often includes statistics and information on the charity retail sector. The Association uses all reasonable endeavours to ensure the information on its website is accurate and up to date, and where necessary will correct any errors or omissions as soon as practicable. However, the Association gives no guarantee of the accuracy and currency of the information provided on the website. Nor does the Association accept liability for any errors or omissions on the website, or the outcome of the use of such information.
- 3.2 In no event shall the Association be liable for any loss of profit, revenue, goodwill, opportunity, business or other indirect or consequential loss of any kind in contract, tort (including negligence) or otherwise arising out of use of the website, save where such liability cannot be excluded by law.
- 3.3 The information provided on the website is not in any way an invitation or recommendation to buy any products or services featured and, where necessary, users should seek appropriate independent advice.
- 3.4 The Association does not give any warranty that the website is free from viruses or anything else which may have a harmful affect on any technology. The Association does not accept any liability for loss or damage suffered by a user due to any viruses etc. Users must not introduce any viruses etc or seek to attack the website in any other way.
- 3.5 These terms and conditions do not affect a user's statutory rights.

4. COPYRIGHT

- 4.1 All material on the Associations' website, including the Charity Retail Association's logo and Code of Charity Retailing logo, and all text, layout, graphics, icons and artwork is Copyright © Charity Retail



Association unless otherwise stated. The material on this site should not be used, copied, stored or transmitted without the prior written consent of the Charity Retail Association.

5. EXTERNAL WEB LINKS

- 5.1 Consideration will only be given to links to other organisations or agencies closely related to the charity retail sector, who can provide further information, guidance or best practice as an extension to the information already provided by the Association, or is the source of information provided by the Association.
- 5.2 The request to add a link will be assessed by the Membership and Website Officer as to whether it falls within the parameters of point 5.1.
- 5.3 All link requestors will be notified that their link request has been received and will be notified as to the decision regarding the request.
- 5.4 External links will not be permitted in the form of an advertisement or commercial banner unless this has been agreed commercially with the Business Development and Marketing Manager.
- 5.5 It is the client organisation's responsibility to ensure any websites which are linked to www.charityretail.org.uk are updated with correct information and the Association is not responsible for the contents of any linked site.

6. PRIVACY POLICY

- 6.1 We may collect, store and use the following kinds of personal data:
- (a) information about your visits to and use of this website (including length of visit and number of page views)
 - (b) information that you provide to us for the purpose of registering with us, ordering materials, making event bookings, subscribing to newsletters and groups
 - (c) any other information that you choose to send to us
- 6.2 We use Google Analytics to analyse the use of this website. Google Analytics generates statistical and other information about website use by means of cookies, which are stored on users' computers. The information generated relating to our website is used to create reports about the use of the website. Google will store this information. Google's privacy policy is available at: <http://www.google.com/privacypolicy.html>.
- Most browsers allow you to refuse to accept cookies. (For example, in Internet Explorer you can refuse all cookies by clicking "Tools", "Internet Options", "Privacy", and selecting "Block all cookies" using the sliding selector.) This will, however, have a negative impact upon the usability of many websites.
- 6.3 Personal data submitted on this website will be used for the purposes specified in this privacy policy or in relevant parts of the website.
- We may use your personal information to:
- (a) administer the website;
 - (b) enable your use of the services available on the website;
 - (c) send to you goods purchased via the website, and supply to you services purchased via the website;
 - (d) send invoices to you;
 - (e) send you general communications;
 - (f) send you email notifications which you have specifically requested;
 - (g) send to you our newsletter and other marketing communications relating to the Charity Retail Association, or the businesses of carefully-selected third parties, which we think may be of interest to you by post or, where you have specifically agreed to this, by email;
 - (h) provide third parties with statistical information about our users – but this information will not be used to identify any individual user;
 - (i) deal with enquiries and complaints made by or about you relating to the website.

7. JURISDICTION

- 7.1 These terms and conditions are governed by and construed in accordance English Law and the courts of England and Wales, and any disputes are to be decided only by the courts of England and Wales.