MASTA Limited ("We") are committed to protecting and respecting your privacy.

This policy (together with our terms of use for masta-travel-health.com, masta.org, masta.com and etravelclinic.com) sets out the basis on which any personal/sensitive data we collect from you, or that you provide to us, will be processed and used by us. Please read the following document carefully to understand our practices regarding your personal/sensitive data and how we will treat it and hold such information.

For the purpose of the Data Protection Act 1998 (the "**Act**"), the data controller is MASTA Limited of 7th Floor, City Exchange, 11 Albion Street, Leeds, LS1 5ES (company number 1830630).

1 **Information We May Collect From You**

1.1 We may collect if you provide your consent (by completing the opt-in screen) the following data about you:

1.1.1 information you provide by filling in forms on our site (masta-travel-health.com, masta.org, masta.com and etravelclinic.com) ("**our site**") including information needed to complete and create a MASTA Travel Health Brief. This information also includes information provided at the time of registering to use our site, subscribing to any service MASTA provides, or requesting further services.

1.1.2 we may also ask you for information when you report a problem with our site.

1.1.3 if you contact us, we may keep a record of that correspondence, telephone conversation or other relevant document.

1.1.4 we may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.

1.1.5 details of transactions you carry out through our site and of the fulfilment of your orders.

1.1.6 details of your visits to our site including, but not limited to, traffic data, location data, weblogs and other communication data, whether this is required for our own billing purposes or otherwise and the resources that you access.

2 **IP Addresses and Cookies**

2.1 We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

2.2 For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our site and to deliver a better and more personalised service. They enable us:

2.2.1 to estimate our audience size and usage pattern.

2.2.2 to store information about your preferences, and so allow us to customise our site according to your individual interests.

2.2.3 to speed up your searches.

2.2.4 to recognise you when you return to our site.

2.3 You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. It is important that you activate this setting in order to refuse the setting of cookies However, if you select this setting you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our site and/or read our site terms of use.

3 **Where We Store Your Personal Data**

3.1 The data that we collect from you will be recorded and stored on MASTA's central server. No data will be stored locally on any other server. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy. For added security passwords and encryptions are in place to protect your data and SSL technology is also used.

3.2 Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are solely responsible for keeping this password confidential. You must not share your password with anyone.

3.3 Unfortunately, the transmission of information via the internet is not always completely secure. Although we will do our best to protect your personal/sensitive data, we cannot warrant the the security of your data transmitted to our site. Please note, any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

4 **Uses Made of the Information**

4.1 We use information held about you in the following ways:

4.1.1 to ensure that content from our site is presented in the most effective manner for you and for your computer.

4.1.2 to provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.

4.1.3 to carry out our obligations arising from any contracts entered into between you and us.

4.1.4 to allow you to participate in interactive features of our service, when you choose to do so.

4.1.5 to notify you about changes to our service.

4.1.6 to provide the MASTA travel network, MASTA clinics and your selected medical practioner with relevant information about you and your completed Travel Health Brief (if requested), where you have consented for such purposes.

4.2 We may also use your data to provide you with information about goods and services which may be of interest to you. Please note any personal data passed to third parties is made anonymous.

5 **Disclosure of Your Information**

5.1 We may disclose your personal information to any member of the MASTA travel network.

5.2 We may disclose your personal information to third parties only:

5.2.1 in the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets. If this does occur all data names will be anonymous;

5.2.2 if MASTA Limited or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets;

5.2.3 if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms and conditions of supply and other agreements; or to protect the rights, property, or safety of MASTA Limited, our customers, or others. We will always ask for your consent before doing this. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

6 **Your Rights**

6.1 Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal or sensitive data to these websites.

7 **Access to Information**

7.1 The Act gives you the right to access information held about you subject to some exemptions. Your right of access must be exercised in accordance with the Act and all requests must be made in writing to MASTA at enquiries@masta.org or our registered address. Any access request may be subject to a fee up to £50.00 to meet our costs in providing you with details of the information we hold about you.

8 **Changes to Our Privacy Policy**

8.1 Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail using your registration details provided.

9 **Contact**

9.1 Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to enquiries@masta.org.