



Privacy Policy

At Volume, we are committed to respecting and protecting your privacy. The purpose of this privacy statement is to help you understand how we use your information, when and why we collect it, and how we keep it secure.

When you use the Volume Case Studies website you are agreeing to our [Website Terms of Use](#), of which this privacy statement forms part. This means that any information you upload about yourself can be dealt with in line with this privacy statement.

Who are we?

We are Volume Limited, a company registered in England and Wales under registration number 03278281 with its registered office at Buckhurst Court, London Road, Wokingham, Berkshire, RG40 1PA, United Kingdom.

If you have any questions, comments and requests regarding this privacy statement, please contact us at information@volume.ai.

Your rights

As a data subject, you have the following rights under the GDPR, which this policy and our use of personal data have been designed to uphold:

- The right to be informed about our collection and use of personal data;
- The right of access to the personal data we hold about you (see below);
- The right to rectification if any personal data we hold about you is inaccurate or incomplete (please contact us at information@volume.ai);
- The right to be forgotten (meaning the right to ask us to delete any personal data we hold about you). We only hold your personal data for a limited time, as explained below but if you would like us to delete it sooner, please contact us at information@volume.ai;
- The right to restrict (i.e. prevent) the processing of your personal data;
- The right to data portability (obtaining a copy of your personal data to reuse with another service or organisation);
- The right to object to us using your personal data for particular purposes; and
- Rights with respect to automated decision-making and profiling.

If you have any cause for complaint about our use of your personal data, please contact us at information@volume.ai and we will do our best to solve the problem for you. If we are unable to help, you also have the right to lodge a complaint with the UK's supervisory authority, the Information Commissioner's Office.

For further information about your rights, please contact the Information Commissioner's Office or your local Citizens Advice Bureau.

What information do we collect?

We collect and process information that you enter into our website and give us consent to use, as well as correspondence you may have with us by phone, e-mail or otherwise.

If you are visiting our website from a computer linked to a business, we may be able to determine which business that is by cross-referencing your IP address with the public DNS records of your company. If you are visiting from a personal computer, then we will only see and record which Internet Service Provider you are using (e.g. Sky, BT, Virgin). We save this information for the purposes of market research and how best to serve you should you get in contact. We will not store your IP address (a code unique to your internet connection) and would not be able to identify you with IP. If, however, you provide information that allows us to identify you through our website (or otherwise), this information will be stored. This allows us to contact you if, for example, you leave your email address and give your consent to be contacted.

How do we use your data?

When you provide us with personal data through our website and give us consent to contact you, it is automatically recorded.

This allows us to:

- contact you in response to your submitted message;
- monitor what is being requested through our website to ensure that content from our website is presented in the most effective manner for you and for your device.



When you give permission for us to contact for future communication, this allows us to:

- provide you with information about any new services we might offer or upcoming events and case studies as well as business updates

Our use of your personal data will always have a lawful basis, either because you have consented to our use of your personal data or because it is in our legitimate interests.

Who can see your data?

We share your information with our employees on a “need to know” basis as well as selected third parties.

We may also disclose your information if we are under a duty to disclose or share your information in order to comply with any legal or contractual obligation, or to protect our rights, property or safety or those of our suppliers, customers, contributors or the public at large.

Just so you know, in the event that we sell or buy any business or assets, we may transfer your information to the prospective seller or buyer but will ensure they continue to hold your information on the same terms as we have.

Where do we store your data?

All information you provide to us is stored on our secure, encrypted servers. However, the transmission of information via the internet cannot be completely secure. Although we will do our best to protect your information, we cannot guarantee the security of your transmission to our website, so 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.

How can you control your data?

When you submit personal data via our website, you have the right to restrict the use of your data. In particular, you have the right to control the use of your data (including the ability to opt out of receiving emails from us or the right to have your information deleted), which you may do by using the links provided or by emailing information@volume.ai.

Your right to withhold information

You may access certain areas of our website without providing any data at all.

Transferring your information outside Europe

Some of our partners, suppliers, contractors and affiliates, including CogCom, operate outside the European Economic Area (‘EEA’) and are potentially subject to data protection laws that differ from those in the UK. We have legitimate reasons to transfer, process and/or store your information outside of the EEA when it is necessary for the delivery of our service to you, but if you have any problems or queries regarding this then please contact us at information@volume.ai.

16 or under

We want to ensure that children aged 16 or under have their privacy protected, so if you are 16 or under, please get your parent or guardian’s permission before providing us with any personal information.

Cookies

‘Cookies’ are small files placed on the hard drive of your device when it connects to our website that help us enhance your experience. The cookies we use allow us to acknowledge returning visitors and ensure a smooth experience for you on our website. However, none of the cookies on our website allow us to identify you personally. You can see the cookies we use in the table below:

Cookie Name	Purpose	Expires	Description
_ga, _gid, _utma, _utmb, _utmc, _utmz, _gat_VolumeAI	Google Analytics	2 years	Used within Google Analytics to track user visits and behaviour.
XSRF-TOKEN, hs	System Cookie	Session	Security cookies, prevents cross-site forgery requests
_wixCIDX, _wixUIDX, _wix_browser_sess	System Cookie	Various	Performance, Session mapping cookie



SvSession	Wix site functioning cookie	2 Years	This cookie allows the website to function the way you would expect it to.
permutive-id, permutive-session, _fbp, _ncuid, IDE, DSID	DoubleClick.net cookies	Various	This data can tell Doubleclick (Google) how many times you have seen an ad and, for example, whether you need to see the UK or US version. It cannot find out any personal information about you.

By using our website, you are permitting us to collect the information in this table from your device using cookies for the purpose described. You are welcome to decline cookies through your browser. However, if you do, you may not be able to get access to or use certain features and functions of the website.

Changing your preferences

If you provide us with contact details, whether that is an email address or otherwise, and confirm that you would like to be contacted by us, we may use that information to contact you. You can change your mind at any time by contacting us at information@volume.ai.

Third-party websites

Our website may provide links to the websites of our partner networks, advertisers and affiliates. If you follow such a link, please note that those websites have their own privacy policies and that we do not accept any responsibility for their handling of your information.

Access to information and the right to be forgotten

You have the right to access information held by us about you. Should you wish to see this information, you can contact us at information@volume.ai. You can also request that we delete any personal information that we hold about you by contacting information@volume.ai.

Because we do not use IP addresses to identify users, if you have not entered your email address or named yourself on our website, we may not be able to provide you with any information, nor delete conversations you have had with our website (even though we will have a record of those conversations).

Changes to our privacy statement

We will keep this privacy statement under review and any changes we may make in the future will be posted on this page. Please check back to see any updates or changes to our privacy statement. If there are significant changes, a prominent notice will be displayed on our website.