



LETSGO CARD PORTAL TERMS AND CONDITIONS OF USE

This website and portal are maintained by Sunderland City Council (The Council) for information and communication purposes. Access to the site is subject to the following Terms and Conditions and by accessing the site, users are bound by them. The Council may at any time revise these Terms and Conditions by updating this page and so users should revisit this page when using the site.

TERMS AND CONDITIONS

1. Access to the Letsgo Card site is dependent on completion of the required registration process. In accepting these terms and conditions you agree to provide accurate, current and complete information about yourself as required within our registration process.
2. Accuracy of Information - Whilst every effort is made to ensure that the information contained within the web site is correct and up to date, the Council makes no warranties or representations as to its accuracy and accepts no liability or responsibility for any loss due to any errors or omissions in the content of the site or caused by reliance on this information. It is advised that users check any information before acting or relying on it.
3. The Council's responsibility - Users browsing the web site do so at their own risk. The Council is not liable for any loss whether in contract, or tort, arising out of the users access to, or inability to access, the site. The Council also accepts no responsibility for any damage to, or viruses that may infect, computer equipment, data or other property on account of a users access to the site or the downloading of any material from the site.
4. Links to other Web sites - The Council does not accept any responsibility for information contained in other web sites to which this site links. Linking to any of these other web sites is, therefore at the users own risk.
5. Disclosure of Account Password or PIN – Sunderland City Council will not be liable for any loss that you incur as a result of someone else using your password (if any is used) or personal information number (PIN) or account with respect to this site or any related services, which has resulted from your disclosure of the password or PIN, either with or without your knowledge,
6. Areas of web site accessible to the general public - The Council does not claim ownership of content submitted or made available to the publicly accessible areas on the web site. i.e. those areas on the web site accessible to the general public. (eg message boards, bulletin boards, postings, community chat rooms.)

Although the Council takes reasonable care to ensure that inappropriate material is not published and once alerted to such material will take steps to resolve the situation, the Council assumes no responsibility or liability arising from the content of any publicly accessible areas nor for any error or omission contained in any information published by users in these areas.

These Terms and Conditions are constructed in accordance with English Law, any disputes shall be subject to the exclusive jurisdiction of the courts of England.

INTERNET PRIVACY POLICY

Sunderland City Council respects and protects the privacy of individuals that use the websites operated and owned by the Council. The following discloses the information gathering and dissemination practices for the websites operated and owned by the City of Sunderland.

Use of Personal Information Provided by the User

Where an individual provides personal information (e.g. name, address, telephone number etc) to the Council via its website for whatever purpose (e.g. registration, survey, feedback), it is made clear to the individual what the information collected will be used for and who it will be provided to. The Council will only use the information collected for the stated purpose.

At the current time, personal information provided, is only used by the Council. The Council does not sell, trade, provide or rent personal information to third parties. Specific personal information will be released where the Council is required to do so by law, e.g. court order. Transfer of data will be done so on the express permission of the supplying individual.

All data received by the Council will be afforded protection, whether in a manual or electronic form in line with the principles of the Data Protection Act 1998 and British Standard 7799. When the data is no longer required or fit for purpose, it will be destroyed or expunged from system areas. Access to data supplied will only be used by relevant council staff; who will ensure that surreptitious viewing is prohibited to unauthorised individuals.

Cookies*

The Council does not use 'Cookies' for collecting personal information from the letsgosunderland.com web site.

The following cookie types may be used by the site:

Session - Where the cookie expires when you leave the site

Permanent - Where the cookie remains on your machine for a certain period of time

Examples of permanent cookie use are our site statistics and user preferences.

*A message given to a Web browser by a Web server. The browser stores the message in a text file. The message is then sent back to the server each time the browser requests a page from the server. The main purpose of cookies is to identify users and possibly prepare customized Web pages for them. For example, when you enter a Web site using cookies, you may be asked to fill out a form providing such information as your name etc. This information is packaged into a cookie and sent to your Web browser, which stores it for later use. The next time you go to the same Web site, your browser will send the cookie to the Web server. The server can use this information to present you with custom Web pages. So, for example, instead of seeing just a generic welcome page you might see a welcome page with your name on it.

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Scope of this Privacy Policy

This privacy policy only covers the websites belonging to and operated by the City of Sunderland. Links within this site to other websites are not covered by this policy.

Changes to this Privacy Policy

Sunderland City Council may amend this policy from time to time. If substantial changes are made to the way in which the Council obtains and uses your personal information the website will show prominently any announcement to this effect.

Questions/Enquiries

If a user has any questions or enquiries about this policy or personal data provided to the Council via the website applications should be made either in writing to EYPP Project Manager, 1st Floor City Library and Arts Centre Building, 30-32 Fawcett Street, Sunderland, SR1 1RE, UK or via e-mail to letsgocard@sunderland.gov.uk

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