



## Terms & Conditions

## Audio Downloads

### Payment

To secure your transaction we use PayPal to collect your payment. PayPal is a safer, faster, more secure way to pay online and your financial details are never shared with Kids NLP Scotland.

For more information on how PayPal safely secures your transaction visit <https://www.paypal-marketing.co.uk/safetyadvice/PayPalSafeForBuyers.htm>

Mobile device performance depends upon device and local networks and cannot be guaranteed by Kids NLP Scotland.

If your download is part of a session then you will be sent an email explaining how to access the download. This will be valid for 5 days from your session.

### Data

When you place an order, all personal data provided to us will be used in accordance with data protection laws and our privacy policy – see below \*

### Our Promise

We will use all reasonable care and skill in providing the products you order. Any decision you make having received any of our products are your own and you remain wholly responsible for any decisions and actions you take.

### Legal Notice

Warning: The information, techniques and exercises provided within these products are for educational purposes only. Do not use the techniques or exercises contained within some of these products whilst driving or operating machinery.

### \*Privacy Policy

Privacy Policy for Kids NLP Scotland ([www.Kids NLP Scotland.co.uk](http://www.KidsNLPScotland.co.uk))

### Introduction

At Kids NLP Scotland the relationship of trust we have with our clients is an essential part of the way we do business. This is reflected in the way we handle clients' personal information. Our website ([www.Kids NLP Scotland.co.uk](http://www.KidsNLPScotland.co.uk)) collects information in the following ways:

- contact form or client registration form
- course booking form
- feedback forms

Statistical information on website usage

You may use this website without entering any personal information. If you choose to enter any personal information it is only used to support our business relationship with you and none of it is shared with a third party.

### What information do we collect and what do we do with it?

Our contact form collects your name, email address and telephone number, together with details of your enquiry. This information is used to respond to your enquiry. Email is used to invite you to receive newsletters updating you of events. However before you are added to the database you will receive an invitation to sign up for this service and beyond that you can subscribe at any time

### **Security of your personal information**

All personal information is stored securely on a firewall-protected computer and is treated as completely confidential. This only relates to basic name and contact details.

### **Cookies**

We collect standard internet log information and details of visitor behaviour patterns for visitors to our website. This is done in order to find out things such as the number of visitors to the various pages of our website. This information is collected in a way which does not identify anyone and no attempt is made to identify those who visit our website. We use Google Analytics to collect and provide reports on this information. This service uses cookies to gather some of the information.

You may prevent Google Analytics from using cookies to analyse your browsing behaviour; if you would like more information about cookies and how to refuse them please visit [www.aboutcookies.org](http://www.aboutcookies.org).

### **Your rights**

You may instruct us to communicate to you any personal information which we hold about you. We will require suitable evidence of your identity and may charge a fee of up to £10.00. If any information we hold about you is incorrect or out of date please let us know and we will correct it.