



## **Privacy Policy**

**25 August 2017**

Keeping your Personal Data secure is important to us at Castledown FM. When you use services on our App, we process your Personal Data. This Privacy Policy has been written to inform those who are concerned with how their 'Personal Information' is being used by us. Personal Information is information that can be used on its own or with other information to identify, contact, or locate a single person. Please read our Privacy Statement carefully to get a clear understanding of how we collect, use, protect or otherwise handle your Personal Information.

### **Who is CastledownFM?**

Castledown FM is a fully-licensed Ofcom Community Radio station. Initially set up in 2005 as Castledown Radio it was part of the Integration of Communities Project and funded by the EU and Defra, FM broadcasting began in November 2006 after a successful period of online broadcasting.

Castledown FM Ltd is a Company Limited by Guarantee (Not-For-Private-Profit) Registered in England and Wales: 06566719. Our address is Castledown FM, Tidworth Road, Ludgershall, Andover, SP11 9RR. You can also reach CastledownFM by phone and/or email:

Phone: 01264 405060

Email: [castledownfmApp@hotmail.com](mailto:castledownfmApp@hotmail.com)

## **What is stated in this Privacy Statement?**

This Privacy Statement will inform you about:

- What Personal Data is processed by CastledownFM;
- Why Castledown FM processes Personal Data;
- The security measures in place to protect this Data;
- CastledownFM's limits of responsibility concerning third parties;
- Viewing and deleting your Personal Data;
- Changes to this Privacy Statement;
- What do if you have any questions.

## **What Personal Information do we collect from the people that visit our App?**

When you use our App, you have the option to contact us in multiple ways; call us, or email us regarding the following services, "Shout Out's/Song Requests", "Suggestions/Feedback", and "Q+A's". When calling us, we will receive your phone number. When emailing us, we will receive your email address and other details you wish to include, such as your name.

## **Children's Privacy**

Personal Information about children is not knowingly or intentionally collected.

## **The purposes for which CastledownFM processes Personal Information.**

We may use the information we collect from you;

- To allow us to better service you in responding to your feedback,
- To administer a contest, survey or other feature,
- To ask for ratings and reviews of services.

## **The security measures in place to protect Data**

Your Personal Information will only be used for specifically stated purposes. CastledownFM will never share your sensitive information such as your email or phone number. If you decide to include your name in “song requests” or “shout-outs”, we will use this during our radio shows unless you have requested to remain anonymous. All other Personal Data will be kept safe and secure and not kept for longer than is necessary.

We never ask for credit card numbers or your address.

## **Security**

We have measures in place to secure your Personal Information, however, these measures are unable to provide absolute Information security. Therefore, we are unable to guarantee that Information will be immune from any misconducts, malfunctions, unauthorized interceptions or access, or other kinds of abuse and misuse.

## **Limits of responsibility concerning third parties**

We do not sell, trade, or otherwise transfer to outside parties, your Personal Information.

We do not include or offer third-party products or services on our App; however, we use AppMachine to create and publish this App and it may contain services and products offered by AppMachine, and/or hyperlinks to their website. CastledownFM has no control or influence over content, websites or services of AppMachine. This Privacy Statement only relates to Personal Data which have been obtained by CastledownFM through your use of the App. CastledownFM does not accept any responsibility or liability for the content, practices or operation of AppMachine websites and services.

You can view AppMachine’s Privacy Statement here:

<http://www.Appmachine.com/MobilePrivacyStatement.pdf>

## **Viewing and deleting Personal Data**

You can access or delete the Personal Information collected through your use of the App by contacting us via [castledownfmApp@hotmail.com](mailto:castledownfmApp@hotmail.com). You may be asked to provide additional information to verify your identity.

## **Changes to this Privacy Statement**

The Statement may be updated at any time. CastledownFM encourages you to check this Statement from time to time to be aware of any changes and to stay informed about how CastledownFM protects your Personal Data. You acknowledge and agree that it is your responsibility to review this Privacy Statement and familiarize yourself with any changes.

You agree to be bound by any of the changes made to this Statement. If you do not agree with the amended Statement, you must uninstall the App and avoid any further use of it.

## **What to do if you have any questions**

If you have any questions about this Privacy Statement, please contact us at CastledownFM by sending an email to [castledownfmApp@hotmail.com](mailto:castledownfmApp@hotmail.com).

This Privacy Statement was last updated: 26<sup>th</sup> of August 2017.