

Alchemy Systems Ltd. Business Governance Information for the website and internal communications

29th January 2011

Executive Summary

This information has been prepared by Alchemy Systems to support our service led customer base with improved business governance and corporate responsibility.

Focusing on financial performance alone is often not enough to ensure sustainable and risk adverse results in the delivery of IT services. There is a need for a framework of policies and statements for our business to meet its obligations to recognised goals, in an organised way, with regard to a wide range of stakeholders. These policies and statements help to achieve increased transparency, highlight our responsibilities, improve stakeholder relations, comply with customer procurement requirements and ensure longer term business continuity.

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1. Environmental Statement

Alchemy Systems has a vision to reduce the impact our business has on the environment. Together we are working to improve our business operations to take into consideration further protection of our natural resources.

Our commitment is to:

- 1 Reduce our consumption of resources and improve the efficient use of those resources.
- 2 Manage waste generated from our business operations according to the application of reduction, re-use and recycling.
- 3 Manage our business operations to prevent pollution.
- 4 Measure and take action to reduce the carbon footprint of our business activities
- 5 Give due consideration to environmental issues and energy performance in the use of our buildings
- 6 Ensure our environmental policy criteria is taken into account in the procurement of goods and services
- 7 Comply with all relevant environmental legislation as well as other environmental requirements to which the firm subscribes.
- 8 Continuously improve our environmental performance and integrate environmental management best practice into our business operations.

To meet our commitments we will:

- 9 Set and monitor key objectives and targets for managing our environmental performance at least annually.
- 10 Communicate internally and externally our environmental policy and performance on a regular basis, and encourage feedback.
- 11 Communicate the importance of environmental issues to our people.
- 12 Work together with our people/employees, service partners, suppliers, landlords and their agents to promote improved environmental performance.
- 13 Promote appropriate consideration of sustainability and environmental issues in the services we provide to our clients.
- 14 Review our environmental policy regularly.

This statement represents our intentions on environmental issues, and the policies and practices we will apply in conducting our business. The Environmental Policy is accessible via our website www.alchemysys.net and on request.

2. Disclaimer

Alchemy Systems has taken all reasonable care to ensure that pages published by our company were accurate on the stated date of publication or last modification. Other pages which may be linked to the Alchemy Systems home page or to other Alchemy Systems pages, or which have a Alchemy Systems address, may have been published by partners of Alchemy Systems or associated with the company, or by staff acting entirely in a personal capacity. Alchemy Systems takes no responsibility for the consequences of error or for any loss or damage suffered by users of any of the information published on any of these pages, and such information does not form any basis of a contract with readers or users of it.

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3. Privacy Statement

Our commitment to privacy

This privacy statement explains how we collect information from you via the website or in any manner expressly described in the privacy statement and how this information is then used. When you provide us with your personal data in the manner described, you consent to the processing of all such personal data as set out in the privacy statement. Please read this privacy statement carefully and revisit this page from time to time to review any changes that we may have made. If you have any questions or comments about how we handle your personal information, please ring us on 01784 223 100 or email us. You may also use these contacts to tell us about any concerns you may have about our privacy statement.

The Information we collect

To receive free downloads from Alchemy Systems we ask you to provide us with simple communication information about you and your company/institution including :

- Title;
- Contact Email Address;

When requesting a quotation or completing an Enquiry form from Alchemy Systems, we ask you to provide us with more complete information about you and your company/institution including :

- Title;
- Contact Email Address;
- Full address and contact details;
- The nature of your enquiry or quotation request;
- Where you heard about us.

You can also decide to give us your mobile telephone number and your personal email address but you only need to do this if you want us and/or our approved partners to contact you about **your submitted enquiry**.

You may also provide personal/company data through:

- Calls to our offices;
- Letters and e-mails;
- Customer feedback forms;

In general, if you contact us, we may keep a record of your query or complaint for a reasonable time in case you contact us again.

Alchemy Systems International Ltd

Alchemy House, Band Lane, Egham, Surrey, TW20 9LN

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E-mail: pleasecontactme@alchemysys.net | Website: <http://www.alchemysys.net>

Alchemy Systems International Ltd is a company incorporated in England & Wales: 3593636 | VAT no: 722298336

The information we collect when you access the Client Area

We collect information about you so that the secure service can determine what rights and privileges you have to work within the Alchemy Systems Client Area.

The information we collect when you enter competitions

From time to time we may run competitions and promotions on the website. If you enter these, we may ask for your name, address, e-mail address and username so that we can administer and control the competition and, of course, notify the winners.

Sensitive personal data

When you register with Alchemy Systems on this site, in the Client Area or via contacting the office, you do not have to provide us with sensitive personal information. If you are being asked to provide personal information this may be fraudulent so please check with a Director of Alchemy Systems Ltd. before giving any information.

How we use the information we collect

We use your company/personal information:

- To answer your queries or complaints;
- To deliver our services, for example digital asset management
- To support your business;
- To provide printed materials or services;
- To carry out administration;
- For obtaining any relevant professional advice;
- As may be required by law or in connection with legal proceedings (including where we intend to take legal proceedings), or as may be necessary to establish, exercise or defend our legal rights;

Third parties

To achieve the purposes set out in this privacy statement we may need to give your information to our service providers (including our approved network partners), agents, professional advisors and auditors. When you submit an enquiry, we will tell you which of our approved partners will be delivering the appropriate service. Following receipt of an official order, our selected approved partner (or partners) will have access to your name and contact details to help us deliver our services to you. We will not give your information to any other third parties not associated with your enquiry, approved or unapproved, without your express permission, usually conducted in writing.

Communications between you and Alchemy Systems may be monitored by Alchemy Systems staff to check the quality of our support.

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Keeping you informed

We will use your information to send you regular updates about:

- Our services and materials;
- Additions to the website; and
- Specific activities such as customer feedback surveys and competitions.

If you wish to utilize the Alchemy Systems services but do not wish to receive this information, please contact us with a request to be removed from our mailing list (both electronic and paper based). We will never use your sensitive data for marketing purposes or to target you for customer feedback purposes without your express consent.

Protecting your personal information

We are required to take appropriate technical measures to protect your personal/company information including making a regular backup of our system and data. We have security measures in place to make sure any company/personal information we collect is secure. Your Client Area account is password protected and all information including your password is on a secure server, which only a limited number of employees and sub-contractors can access. All parties with access to your information are subject to confidentiality obligations. If you think someone else knows your password, or is using it, tell us immediately and change your password using the "change my password" option under "your details" on your Client Area home page.

Even though we take appropriate technical steps to protect your security, you should remember that data transmission over the internet cannot always be guaranteed as 100% secure so you use the website at your own risk.

Keeping your personal data

We keep company/personal data:

- For as long as is necessary to fulfill the purposes we collected it for;
- As required by law; or
- To enforce or defend legal claims.

We will keep this information for a reasonable time.

Cookies

Cookies are small text files which are sent to your browser by a web server and stored on your personal computer's hard disk. We use cookies on our site to:

- Cut down the number of times you have to type in data;
- Record the success of advertising, to target advertising and to track visitor usage; and
- Track responses to regular customer surveys and to make sure you don't see the same survey more than once.

The cookies used on the website do not collect your personal information.

You can disable cookies but if you do, you may not be able to use certain features on our site and you may need to enter your password more frequently. If you want to know how to remove cookies from your browser, [go to the 'All About Cookies' website](#).

Transparent gif files

Some of our webpages may contain invisible electronic tags that allow us to count users that have visited certain pages. These files are only used to identify Alchemy Systems which advertisements bring customers to our website and you cannot be identified by them. They are not issued by us but by the relevant advertising provider. You can find out more about cookie type devices issued by third party advertisers by clicking through to the website operated by the relevant advertiser.

In any event, you can find out more information about electronic tags, if you [go to the 'All About Cookies' website](#).

Our policy for children

Our website is not designed for or directed at children under the age of 16. We recommend that you put parental controls on your internet browser and supervise your children when they are online.

Although anyone can take part in competitions and promotions, we will send notice of a win or prize directly to the parent or guardian identified during registration. Where a winner is under 18, we will not publish his or her personal details unless we have obtained the consent of the parent or guardian during registration.

Your rights

You have the right to ask for a copy of all the information we hold about you and to correct any inaccuracies. To obtain a copy of this information, please ring us on 01784 223 100 or email us.

Links

Our website contains links to other websites. We are not responsible for the privacy policies of other sites and we advise you to read the privacy statement of every website that collects personal information from you.

4. Ethical Recruitment Policy and Principles

Alchemy Systems promotes diversity in the workplace. As an equal opportunity employer, we seek to recruit people regardless of race, religion, gender, age, sexuality and disability. At Alchemy Systems we believe strongly in ethical principles and good stewardship. We are therefore proud to guarantee that we trade according to the following Ethical Trading Commitment:

1. All employment is freely chosen.
2. Working conditions are safe and hygienic.
3. Child labour is not used.
4. Wages are fair and comparable to industry standard and will always exceed the minimum wage.
5. Deductions from wages as a disciplinary measure shall not be permitted.
6. Working hours are not excessive.
7. No discrimination is practised.
8. Regular employment is provided for those who are employed on a permanent contract.
9. No harsh, cruel or degrading treatment or practices are allowed.
10. No bribery, corruption, blackmailing or bullying is permitted.
11. Third Party Suppliers and buyers are both free to sell and buy from any number of other businesses. No restrictions, as a way of guaranteeing business, are allowed.

We also encourage all our suppliers to ensure their businesses are also built on these ethical criteria.

Updated 29th January 2011