

Terms and Conditions

1. Exeter Leukaemia Fund (“ELF” or “us”, “we” or “our”) is the owner of the Website located at www.elfcharity.org.uk and related URLs (the “Website”). It is a CIO registered in England and Wales and its registered address is The ELF Centre, Haematology Centre, Royal Devon and Exeter Hospital, Barrack Road, Exeter, EX2 5DW.
2. These Terms and Conditions apply to your access and use of the Website, whether you are a registered user or unregistered visitor.
3. Your use of the Website constitutes acceptance of these Terms and Conditions from the date of your first use of the Website and each time that you use the Website thereafter. If you do not agree to, or cannot comply with, these Terms and Conditions, please do not use our Website.
4. For all queries, feedback or further information regarding the content on our Website, please contact us on 01392 247725; we welcome your views on how to improve our Website.
5. The content on this Website is for general information purposes only. It is not intended to replace expert advice from medical staff and you should seek proper medical advice if you have any health concerns. Any reliance you place on the content of this Website is therefore strictly at your own risk. This Website and the information, names, images, pictures, logos regarding or relating to Exeter Leukaemia Fund are provided "as is" without any representation or endorsement made and without warranty of any kind whether express or implied. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.
6. Exeter Leukaemia Fund reserves the right to update, add to or delete parts of these Terms and Conditions at any time by posting changes online. Your continued use of this Website after changes are posted constitutes your acceptance of these Terms and Conditions as modified.
7. You agree to use this Website only for lawful, personal and non-commercial purposes, and in a manner which does not infringe the rights, or restrict, or inhibit the use and enjoyment of the Website by any third party.
8. Without limiting the above, you must not use the Website to: defame, threaten, harass, abuse or otherwise violate the rights of others; interfere with the smooth running of the Website, to impersonate someone else; transmit any viruses or other harmful code or interfere with the systems supporting the Website. We cannot however guarantee that you will not be exposed to such behaviour whilst you use our Website.
9. Exeter Leukaemia Fund provides this Website free of charge. Accordingly, it does not warrant that the functions contained in the material contained in this Website will be uninterrupted or error free, that defects will be corrected, or that this Website or the server that makes it available are free of viruses or bugs or represents the full functionality, accuracy and reliability of the materials.
10. Exeter Leukaemia Fund is the owner or the licensee of all intellectual property rights and proprietary rights in the Website (and content therein including the Exeter Leukaemia Fund and Chevithorne Appeal logos) except where stated otherwise. The content of the Website is protected by international copyright laws and treaties around the world. All such rights are reserved. Commercial use or publication of all or any item displayed is strictly prohibited without prior written authorisation from Exeter Leukaemia Fund.
11. Where Exeter Leukaemia Fund is the owner, documents may be copied for personal use only on the condition that copyright and source indications are also copied, no modifications are made and the document is copied entirely. However, some documents and photos have been published on this Website with the permission of the relevant copyright owners. All rights are reserved on these documents and permission to copy

them must be requested from the copyright owners (the sources are indicated within these documents/photographs).

12. Exeter Leukaemia Fund takes no responsibility for the content of external Internet sites. Any link to a third party site is provided for your convenience to provide further information. They do not signify that we endorse the sites or approve of any of the content. We do not control third party sites.
13. Exeter Leukaemia Fun does not accept any liability to you for any of the following types of loss which you may suffer as a result of your use of the Website:
 - a. loss which was not foreseeable to you and Exeter Leukaemia Fund when you first accessed the Website;
 - b. any business loss you may suffer, including loss of revenue, profits or anticipated savings (whether such losses are a direct or indirect result of our default);
 - c. loss which you suffer other than as a result of our failure to comply with these Terms and Conditions.
14. Exeter Leukaemia Fund does not accept any liability to you if it fails, or is delayed in the performance of any obligation due to:
 - a. the non-availability or failure of any telecommunications or computer equipment, system or software operated by you or any third party;
 - b. any other event not reasonably without our control.
15. Nothing in these Terms and Conditions shall exclude or limit our liability for death or personal injury arising from our negligence, fraud or fraudulent misrepresentation.
16. Any communication or material that you transmit to, or post on, any public area of the Website including any data, questions, comments, suggestions, or the like, is, and will be treated as, non confidential and non proprietary information. By using the Website, you grant us a non-exclusive, royalty-free, perpetual, transferable licence to use such communication or material.
17. You may choose to supply us with personal information during the course of your visit to our Website. You hereby consent to Exeter Leukaemia Fund dealing with any personal information you supply in accordance with its Privacy Policy shown below.
18. These Terms and Conditions shall be governed and construed in accordance with the laws of England and Wales. Any disputes (including non-contractual disputes) shall be subject to the exclusive jurisdiction of the Courts of England and Wales.
19. The Information Standard quality mark
Exeter Leukaemia Fund shall hold responsibility for the accuracy of the information they publish and neither the scheme operator nor the scheme owner shall have any responsibility whatsoever for costs losses or direct or indirect damages or costs arising from inaccuracy of information or omissions in information published on the website on behalf of Exeter Leukaemia Fund.
20. Refund Policy
If you have made a donation in error please write to us to request a refund. If your request is approved, an administrative fee may be payable.

Privacy Policy

Exeter Leukaemia Fund is committed to safeguarding your privacy online. We use the information we collect about you to help us understand more about how our site is used and to be able to send you communications about Exeter Leukaemia Fund that may be of interest to you, either electronically or otherwise.

Please read the following policy to understand how your personal information will be treated. This policy may change from time to time. 'Personally identifiable information' is information that enables us to identify you, such as your email address, name, title, and address.

How Exeter Leukaemia Fund uses my information

Exeter Leukaemia Fund uses the information we collect about you to manage and process online purchases. We also use it to help us understand more about how our site is used. If you agree during the purchasing or registration process, we will also use it to send you communications that may be of interest to you, either electronically or otherwise.

Who is collecting your information?

When you are on the Exeter Leukaemia Fund website and are asked for personal information, you are sharing that information with Exeter Leukaemia Fund alone unless stated otherwise.

With whom does Exeter Leukaemia Fund share your information?

As a general rule, Exeter Leukaemia Fund will not disclose any of your personally identifiable information, except when we have your permission or under special circumstances, such as when we believe in good faith that the law requires it.

We do not store credit card details nor do we share customer details with any other 3rd parties.

What about children's privacy?

The safety of children is very important to us. Children and young people under 18 should always ask a parent for permission before registering with the site in any capacity, be that to use the interactive services, to register for an event, or to shop. They should never leave personal information that could identify them away from the website, including descriptions of themselves, addresses or names of school/colleges they attend.

How does Exeter Leukaemia Fund protect my personal identifiable information?

Exeter Leukaemia Fund is committed to taking all reasonable steps to protect the individual identifying information that you provide to us. Our registration number on the Data Protection Register run by the Information Commissioner's Office is: ZA081624.

What security precautions are in place to protect the loss, misuse, or alteration of my information?

Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, Exeter Leukaemia Fund cannot ensure or warrant the security of any information you transmit to us, and you do so at your own

risk. Once we receive your transmission, we make our best effort to ensure its security on our systems.

How can I get in touch with someone if I have a problem?

You can email us at enquire@elfcharity.org.uk or write to us at: Unit 4, Manaton court, Manaton Close, Matford Business Park, EX2 8PF. Or feel free to call us on 01392 247725 (Monday to Friday), 9am to 5pm.

What do you charge for postage and packaging?

We have three costings:

- For each separate type of item ordered, we charge £2.50 for post and packaging

Do you ship to countries outside of the UK?

If you are interested in purchasing from outside the UK, please contact us via email at enquire@elfcharity.org.uk

When will my purchase be delivered?

Orders will be dispatched within five working days of ordering. Please note it is possible for deliveries to take a little longer in peak times.

How do I return purchases?

We'll refund or exchange any items that are returned to us within 14 days, providing they are returned in the original packaging and unused. We will ask that you arrange and pay for the return, unless they are faulty. Please include a covering note with any returns stating your order number, your name and your reason for return and post it to:

ELF Centre, Unit 4, Manaton Court, Manaton Close, Matford Business Park, EX2 8PF.

I have seen a product but it no longer seems to be in stock

If we are out of stock of an item you can see when it will be back in stock on the product page. If we are no longer selling an item then it will be removed from the website.

Are my personal details secure?

We use the latest in secure server technology to ensure that all personal and transactional information is protected to the highest standards. Your personal credit card information is not kept on the system.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Cookie name - Google Analytics Cookie Descriptions

`__utma`

This cookie is typically written to the browser upon the first visit to your site from that web browser. If the cookie has been deleted by the browser operator, and the browser subsequently visits your site, a new `__utma` cookie is written with a different unique ID. This cookie is used to determine unique visitors to your site and it is updated with each page view. Additionally, this cookie is provided with a unique ID that Google Analytics uses to ensure both the validity and accessibility of the cookie as an extra security measure.

`__utmb`

This cookie is used to establish and continue a user session with your site. When a user views a page on your site the Google Analytics code attempts to update this cookie. If it does not find the cookie, a new one is written and a new session is established. Each time a user visits a different page on your site, this cookie is updated to expire in 30 minutes, thus continuing a single session for as long as user activity continues within 30-minute intervals. This cookie expires when a user pauses on a page on your site for longer than 30 minutes. You can modify the default length of a user session with the `_setSessionCookieTimeout()` method.

`__utmz`

This cookie is no longer used by the `ga.js` tracking code to determine session status.

`__utmz`

This cookie stores the type of referral used by the visitor to reach your site, whether via a direct method, a referring link, a website search, or a campaign such as an ad or an email link. It is used to calculate search engine traffic, ad campaigns and page navigation within your own site. The cookie is updated with each page view to your site.

`__utmv`

This cookie is not normally present in a default configuration of the tracking code. The `__utmv` cookie passes the information provided via the `_setVar()` method, which you use to create a custom user segment. This string is then passed to the Analytics servers in the GIF request URL via the `utmcc` parameter. This cookie is only written if you have added the `_setVar()` method for the tracking code on your website page.

`__utmz`

This cookie is used by Website Optimizer and only set when the Website Optimizer tracking code is installed and correctly configured for your pages. When the optimizer script executes, this cookie stores the variation this visitor is assigned to for each experiment, so the visitor has a consistent experience on your site. See the Website Optimizer Help Center for more information.