

Terms and conditions

Bolton Council - My Life in Bolton terms and conditions.

Summary

Bolton Council has created the My Life in Bolton (formally known as the Local Directory) to provide information to all residents and visitors about local services, activities and events. It is a web based service available to consumers 24/7. Information available should allow customers to make **informed choices** about what type of service they want/need or which activities and events they would like to attend.

Bolton Council do not enter information on behalf of other service providers, each provider is responsible for entering and keeping their information accurate and up to date, the council cannot accept any liability for this but will do all it can to encourage providers to join in and keep their information accurate.

Being able to make informed choices in a self-service way means that certain pieces of pertinent information need to be available to customers, we encourage providers to enter this information. We aim to provide the best type of information so that you, the customer, can make informed choices.

Together the council and providers of services for Bolton residents and visitors hope to make this **the single place** for customers to find out what is available around them or what is available for their preferred type of activity or to locate providers of particular services that meet their needs.

In return for providers entering and maintaining their information the council will publish the information where-ever it feels is appropriate as well as hosting the publication system free of charge. This includes using popular social media environments such as Face Book and appropriate National systems which are hosted by government departments such as the Family Information Service.

Terms of Use

By using this website you agree to be bound by the following terms and conditions

- The council cannot be held legally responsible for any information entered into the system or information from links entered by external service providers. The council will, however, do all it

can to encourage providers to keep their information accurate and up to date.

- The council may change these terms at any time by posting changes online. Please review these terms regularly to ensure you are aware of any changes. Your continued use of this website after changes have been posted means you are legally bound by these terms as updated and/or amended.
- The relationship between you and Bolton Council will be governed by English Law. You agree to submit disputes to the jurisdiction of the English Courts.

Data Protection Act

Some of the information in the Directory is personal data such as name, contact details and the services offered by individuals who provide services. The Data Protection Act 1998 governs how personal data can be used. Under the Act Bolton Council is the 'data controller' which means that we are responsible for how that data is managed in the Directory. These terms and conditions are a 'privacy notice' for the purposes of the Data Protection Act.

Consent

By registering and entering information in the directory providers are consenting for the council to publish the data on their behalf. Providers can withdraw consent at any time and the information will be removed from all publication environments.

Contact us

If you have any questions about the Directory or about how we will use the information we provide, please contact: directory@bolton.gov.uk

Purpose of the Directory

The Directory is intended to help residents, visitors and other people looking for local services to find out exactly what is available, when, where and at what cost. It includes information about services for children and families; it is part of our duty under the Childcare Act 2006 to provide information to parents and children about services that will help them. It also holds details of other personal services and support available to adults. The information in the Directory is published and

shared with other information providers and so it helps to promote local services to the widest possible audience.

How we will use the information

We will use the information to help people to find the information they need, to promote services, to assess whether there are enough of the right services locally, and to contribute to government initiatives to provide local information services. The council reserves the right to exclude inappropriate information. The council also makes the information available to enquirers by telephone, post, fax, email, in printed materials and in face to face discussions as well as the internet and social media sites.

We do not pass the information to commercial organisations for marketing purposes.

Standards

The council expects that all providers will take all reasonable steps to comply with national standards such as health and safety, CRB checking and CQC registration where applicable. To enable customers to make informed choices there is provision within the system for providers to publish all the standards, registrations and certifications that they have achieved. The council believes that this will add quality and value to the information provided and give customers confidence in service provision. The system allows providers to upload copies of certificates to provide extra confidence for customers. The council reserves the right to remove published information for providers who fail to meet appropriate standards.

Security

The council has a responsibility to keep the information provided, particularly personal data secure. We will protect it against any unauthorised use and ensure that it is not shared with people who should not have access to it. Bolton Council is not responsible or liable for the accuracy of information supplied by service providers. The system has security measures in place to protect the loss, misuse and alteration of the information we store on their behalf.

Keeping it up to date

For the Directory to be useful the information it contains needs to be kept up to date. It is the provider's responsibility to maintain their information so that it is always accurate. We contact



provider's regularly to ask them to check that their details are correct. If we do not hear from them we are obliged to delete details from the Directory. If you know anyone whose information is relevant and should be on the directory please ask them to register using www.yourbolton.info. The council, actively encourages any community, voluntary or private providers of services, activities and events that can help and support the wellbeing of Bolton residents and visitors. There are computers in all Bolton libraries, One Stop Shop (Access Bolton) and UCAN centres where internet access is provided for free use. If you do not have access to a computer and the internet from home then please contact your nearest available resource. Contact information can be found on www.bolton.gov.uk

Feedback

People who use the services in the Directory will be able to give feedback on those services and rate them although this function has not yet been enabled. Ratings will be shown on the website. This is to help customers to help each other when looking for appropriate services or events and activities and to encourage networks of likeminded people or communities of interest. Feedback will be monitored to exclude any inappropriate or abusive comments and any personal data.

Disclaimer

Bolton Council takes all reasonable care to ensure the accuracy of the information published on its websites, however, it cannot accept responsibility for any inconvenience, loss, damage, or liability (whether civil or criminal) nor any legal fees and costs incurred or caused as a result of any information published and such information does not form any basis of a contract with users of it. Further where links are provided to other websites such as those of providers contained in the published information it does not accept any liability for their accuracy or content or for losses of any kind caused as a result of the same, nor does it endorse any externally linked sites.

No warranty is given that the information on this site is free of infection by computer viruses or other contamination, nor that any access to the website or any part of it will not suffer from interruption from time to time, without notice and it does not accept liability for any loss or damage resulting from any infection, virus, contamination, interruption from any other use of the website.

Copyright

Providers may own the copyright or similar rights in some of the information they give us. For example, they may give us some text describing services that is taken from their websites or

publicity materials. By accepting our terms and conditions they agree that Bolton Council can store, reproduce, publish and share this content for the purposes of the Directory as described in those particular terms and conditions available at www.yourbolton.info

Use of IP addresses

We collect IP addresses only for the purposes of system administration and to audit the use of our site. We do not link IP addresses to anything personally identifiable, which means that while your user session will be logged you will remain anonymous to us.

An IP (Internet Protocol) address is a unique number for a computer or device that is on a computer network.

Use of cookies

You should note that cookies are used on this website. Cookies are small pieces of information stored by your browser on your computer's hard drive. Cookies are used to keep track of your use of the website and provide you with customised content.

By modifying your browser preferences, you have the choice to accept all cookies, to be notified when a cookie is set or to reject all cookies. However, you should be aware that if cookies are rejected you may not be able to access some functionality on the website.

To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.allaboutcookies.org.

Cookie	Name	Purpose	More information
		<p>These cookies help record your use of this website. It is used to collect statistics about site usage such as when you last visited the site. This information is then used to improve the user experience on our website.</p>	
Site analyze cookie	ASP.NET_SessionId nmstat	<p>The SiteAnalyze cookie contains a randomly generated ID used to recognise your browser when you read a page. The cookie contains no personal information and is used only for web analytics. Set to expire 1,000 days after your last visit</p> <p>These cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.</p>	<p>Visit the Microsoft website for user session information</p> <p>Privacy information on Google</p> <p>To opt out of being tracked by Google Analytics across all websites visit http://tools.google.com/dlpage/gaoptout.</p>
Google analytics	_utma _utmb _utmz _utmc	<p>This cookie is used to temporarily store details of books that the website user has saved to their Books on Prescription shortlist. The cookie will expire 7 days after the last visit to the page, or after the website user has emailed the shortlist.</p>	
Books on Prescription	LD_BOP		