

Privacy Policy

Version 1.0 - 01/11/03

At One Stage Productions we are committed to protecting your privacy. Please read on for more details about our privacy policy.

1. Controllers of personal information

Any personal information provided to or gathered by One Stage Productions through its day to day Business activity is controlled primarily by One Stage Productions of 11 Bramley Close, Cogenhoe. Northampton. NN7 1LY.

2. What information do we collect and how is it used?

When you place an order we need to know your name, e-mail address, delivery address, credit or debit card number and expiry date. This information allows us to process and fulfil your orders.

Your telephone number is also collected in case we need to contact you urgently if there is a problem with your order.

We may also use the order details to occasionally notify you about changes to the website, new services and special offers we think you may find useful. You can opt out by visiting the appropriate section of the website or by contacting us (see [Contact Us](#)).

We **do not** sell, trade, rent or otherwise pass your personal details to any third party.

3. How is my information protected?

All transactions on this website are protected by a secure server (SSL). All personal information that you input is encrypted before being sent through the internet.

Also, it is required by the UK Data Protection Legislation that we follow strict security procedures in the storage and disclosure of information which you have given us.

4. What are “cookies”?

Cookies are small packets of information that are stored by your web browser onto your hard drive. We may occasionally store information about your last visit to the website, but no personal information will be stored.

5. Your consent

By using this Web site, you consent to the collection and use of this information by One Stage Productions. If we decide to change our privacy policy, we will post those changes on this page so that you are always aware of what information we collect, how we use it and under what circumstances we disclose it.

Acceptable Use Policy

Version 1.2 - 1/07/03

One Stage Productions does not wish to restrict any of our users from using the Internet; you may, within reason do what you like with an account from us. However, we do expect you to be sensible, we expect you to police your own activities and not engage in any activity that is illegal under UK law or that would bring disrepute to One Stage Productions, any of its employees or clients. To this end, we have listed below activities that we do not approve of.

General

- Engaging in harassment of other Internet users, of any sort.
- Attempting to by-pass user authentication or security measures (cracking).
- Portscanning or any kind of 'security testing' unless specific permission has been given by the owner of the host being tested.
- Attempting to interfere with or deny service to any other Internet user or host.
- Operating or allowing an open mail relay.
- Forging email or USENET postings.
- Sending unsolicited e-mails (SPAM / UCE / Junk Mail).
- Forwarding or posting 'chain letters' (multiple forwarding) of any type.
- Posting inappropriate messages to USENET newsgroups e.g., posting large numbers of unsolicited posts (spamming), or posting encoded binary files to newsgroups not specifically named for that purpose.
- Attempting to interfere with other users email or USENET posts.

Internet Access

Internet access accounts of any type, e.g. analogue dialup, ISDN, ADSL, Wireless Broadband, etc are not designed for the purpose of serving content to other Internet users, i.e. An Internet access account is for the client to access the Internet, not the other way around. One Stage Productions cannot support any Internet Access account that is used for the purpose of serving content and reserves the right to block incoming ports or suspend a service if such use is suspected.

Examples of such use would be a Web Server, FTP Server, IRC Server, etc.

Web Space

Any website hosted on one of our shared web servers is subject to a fair use policy, where the overall system resources must be shared fairly amongst the clients resident on that server. One Stage Productions reserve the right to move or suspend any website which in their opinion is unfairly utilising a larger proportion of the systems resources.

You are responsible for the content of your web site; you must obtain legal permission to use material where appropriate (e.g. copyright, etc). You must ensure that the content of your web site does not violate UK law.

Actions

We reserve the right to remove any content deemed inappropriate and / or suspend / modify / terminate an account that violates our terms and conditions or this A.U.P. We also reserve the right to charge for our time involved with the enforcement of this A.U.P. when a user violates the A.U.P.

Please [Click Here](#) for details of our complaints procedures.

Abuse Reports and Complaints Procedures

Please click on the link below that is the closest match to your issue.

[Reporting SPAM or UCE \(Unsolicited Commercial E-mail\)](#)

[Portscanning or Other Suspected Hacking Attempts](#)

[Copyright Issues](#)

Any issues not covered by the above, please e-mail to us at: abuse@one-stage.com

Please be assured that we take all complaints very seriously and will fully investigate any such complaints. Please also be aware that as a commercial business we have to assume that anyone a complaint is directed against is 'innocent until proven guilty'. If you do feel the need to complain, please ensure that you provide us with sufficient evidence, to prove to us that your complaint is justified.

Please Note: We will endeavour to respond to any complaint within one working day. All complaints must be e-mailed to abuse@one-stage.com

We cannot guarantee a quick response to e-mails concerning complaints sent to any other address than the one specified above.

Reporting SPAM or UCE (Unsolicited Commercial E-mail)

Version 1.0 - 07/02/03

If you receive an e-mail that you consider to be UCE and you believe it to have originated from a server within our IP range, or it is advertising a website or service that is hosted on a server within our IP range, then you may [contact us](#) to report the incident and we will investigate your complaint and if necessary take appropriate action to ensure it does not happen again.

Q. What do we define as ‘appropriate action’?

A. Depending on the severity of the transgression, we may take one of several courses of action:

If it is the first complaint we have received concerning our customer, we will usually warn them not to do it again, pointing out our AUP which forms part of their contract with us. As long as we receive the right assurances from our customer that no such incident will occur again, no further action will be taken. We work on what we consider the fair principle of ‘everyone deserves a second chance’.

If it is the second complaint, subsequent to us having issued a preliminary warning, then we will suspend their website or network feed and issue them with a written warning. The site or feed will only be re-instated on receipt of written assurances that there will be no repeat transgressions.

If it is the third complaint, subsequent to the first two steps being taken, we will terminate their account for breach of contract.

Q. How and when should you complain?

A. First of all you need to ascertain where the UCE came from; this can usually be accomplished by looking at the mails headers. If you spot an [IP address in our range](#), please [contact us](#).

If the mail does not contain evidence that it originated from a server using an IP address in our range, but advertises a website or other service hosted on a server in our [IP range](#), then please alert us to the issue. You should however attempt to contact the persons responsible for the source of the email and direct your complaint towards them. Only if you do not receive a satisfactory response to your complaint should you then contact us to make an official complaint.

Q. What do I need to send you?

A. You should send us a complete copy of the e-mail that your complaint is concerned about; this must include all the headers, enabling use to trace the source of the e-mail. You should include in your e-mail to us, full details of why you believe the e-mail to be SPAM or UCE and details of any steps you have taken already to ensure you do not receive more of the same (see next question). You should e-mail the details to us at: abuse@one-stage.com

Q. How can I be sure it is SPAM or UCE?

A. This may appear to be a ridiculous question, but it is one you must ask yourself, before firing off complaints.

There are many websites and services that ask you to supply your e-mail address, e.g. joining a members only user group or subscribing to services on a website, often (usually hidden in the small print) is a clause that effectively says you permit your e-mail address to be used for the receipt of adverts. These are often referred to as ‘opt in’ mailing lists and it is very easy to inadvertently add your address to such a list. If you do, then any e-mail you receive as a consequence cannot be regarded as UCE.

Any legitimate ‘opt in’ mailing list will have details of how to unsubscribe somewhere in each e-mail (usually towards the bottom), please do try and unsubscribe from such mailing lists and only start a complaints procedure if that fails to work.

Please Note: We will endeavour to respond to any complaint within one working day. All complaints must be e-mailed to abuse@one-stage.com

We cannot guarantee a quick response to e-mails concerning complaints sent to any other address than the one specified above.

Portscanning or Other Suspected Hacking Attempts

Version 1.0 - 07/02/03

If you have been portscanned or if any attempt has been made to gain access to your system without your permission from an IP address within [our range](#), then please [contact us](#). We will investigate the matter and if the complaint is justified, we will take appropriate action to ensure there is no repeat of the incident.

Q. What do we consider 'appropriate action'?

A. This depends on why you were portscanned or hacked:

If it appears that the system the attack came from has been compromised itself, i.e. with a virus or worm, then we will disconnect that system from the network. At the same time, we will contact the owner of the system and inform them of the situation. The responsibility of the system owner is then to remove the program(s) that is/are carrying out the attacks, once this has been completed to our satisfaction, we will reconnect the system to the Internet. No further action will be taken, although we will inform the system owner about protecting against such situations in the future.

If we can find no evidence that the system has been compromised in any way, we will contact the system owner and request that they respond to the complaint within 7 days. If we do not receive a satisfactory response within 7 days, the system will be disconnected until we do receive a satisfactory response. If we, or the complainant, are not happy with the response from the system owners, we will issue a written warning pointing out our AUP and that portscanning or hacking attempts places them in breach of their contract.

If we receive a second justified complaint against a company or individual and it is evident that the attack was not a result of a compromised system, then we will terminate their account for breach of contract.

Q. What evidence do I need to send you?

A. You should e-mail abuse@one-stage.com with a full description of what has taken place, giving as much information as you can, particularly the time(s) the attack occurred, the source IP address the attack came from, the destination (your) IP address, and which ports or services were scanned or attacked. If you detected the attack, then presumably there is some form of firewall or attack detection software running on your system, so a copy of the relevant part of the logs from this software showing details of the attack will also be required.

Please Note: We will endeavour to respond to any complaint within one working day. All complaints must be e-mailed to abuse@one-stage.com

We cannot guarantee a quick response to e-mails concerning complaints sent to any other address than the one specified above.

Copyright Issues

Version 1.0 - 07/02/03

If you believe that your copyright or intellectual property has been violated in any way by one of our end users, then we would like to know about it. You will need to [ascertain who the end user is](#) and contact them in the first instance to try and resolve the issue. Please feel free to CC any communication you have with an end user to us at abuse@one-stage.com as this may help expedite any subsequent complaint.

If you do not reach a satisfactory conclusion to your complaint within a reasonable timeframe (which we consider to be fourteen days) then please [contact us](#) and report the issue. We will investigate the matter and if the complaint is justified, we will take appropriate action to ensure there is no repeat of the incident.

Q. What do we consider 'appropriate action'?

A. If our investigation shows that one of our end users has clearly violated your copyright or intellectual property, we will request that the material be removed immediately from the server. If the end user removes the material quickly (within seven days of us contacting them) then we will take no further action. Any subsequent civil action you may feel is required (e.g. claims for loss of revenue, etc) should be directed against the end user. We consider our duty discharged once the material has been removed.

If we receive a second justifiable complaint against an end user, we will terminate their account for breach of contract.

Q. What do I need to send you when complaining?

A. We work on the principle that everyone is 'innocent until proven guilty', so you would need to provide us with satisfactory evidence that a transgression has taken place. If the issue is regarding online content (i.e. pages on a website) then we require an e-mail specifying a list of URL's on the end users site, the corresponding URL's on your site, and a description of where and why you feel your copyright or intellectual property has been violated. If your site is protected in any way (e.g. a members only site) you will need to provide us with temporary access to your site so that we can carry out our investigation. If the end users site is protected in any way, we will obtain temporary access from them.

Please Note: If the complaint is regarding online content, then we need to be able to view the online content, sending printed copies of a 'members only' website, not accessible online is not an acceptable form of evidence. The only reason for you to contact us to complain is so the material in question can be removed in a timely fashion. We are not responsible for the content of an end users website and any arguments as to the copyright ownership should be settled between you and the end user, our only duty is to remove any material who's copyright is or appears to be in question.

Q. How will we determine if the end user is violating your copyright?

A. After examining the online content of each site, we will take a view as to the similarity of the two sites. If it is, in our opinion, similar in whole or in part then we will assume there may be a copyright violation. We will always err on the side of caution and find in the complainants favour if the evidence is not absolutely clear, pending further clarification. In other words, if we are not 100% sure that there hasn't been a transgression, we will insist on the removal of the material until the end user can prove to us that the material is permitted.

Q. What if the end user doesn't remove the material?

A. We will allow the end user seven days to remove the material. If after seven days the end user has not removed 100% of the material in question, we will either remove the material ourselves or, if this is not practical, shut down the site until the material has been removed.

Q. What if I need to complain about other material, not online?

A. If you have any complaint concerning copyright issues against one of our end users you must

contact them directly in the first instance. If you have not been able to do so, then by all means contact us and we will contact the end user on your behalf and request that they contact you. We will only get directly involved in any dispute in order to ensure that any copyright material is not being transmitted from a server within our IP range. We are not responsible for the content of an end users website, e-mail or any other form of electronic document produced by the end user. Our only responsibility is to ensure that any such material is not sent from a server using an IP address within our range. We do not monitor our end users data, so the only way we would be aware of such material is when we are consequently contacted.

Please Note: We will endeavour to respond to any complaint within one working day. All complaints must be e-mailed to abuse@one-stage.com

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One Stage Productions Site Terms of Use

Version 1.3 - 07/02/03

Please Note: OSP refers to One Stage Productions.

Disclaimer

We make every effort to ensure the accuracy of the information contained within the One Stage Productions site. We accept NO liability for any confusion or misinterpretation, which may occur from any information provided. If you are unsure or have any questions related to information supplied don't hesitate to contact us directly, to enable clarification of the matter.

Pricing

Our current prices may sometimes vary from those specified within the OSP site. We accept NO liability for any inaccuracies associated with the pricing detailed within the OSP site.

Copyright

The content of this site is the copyrighted work of OSP. Information may be copied, downloaded or printed for personal research purposes only. Commercial or public use is strictly forbidden.

Virus Protection

OSP accepts NO liability for any loss, disruption or damage to your data or your computer system, which may occur whilst accessing, or using material within our site. Use of the OSP site is at your own risk.

Links to Other Sites

External links are supplied for information purposes only and OSP cannot be held responsible for the content or reliability of any linked sites. The inclusion of any link does NOT signify endorsement or approval by OSP of the linked site. We cannot guarantee the availability of linked pages on third party sites.

Linking to the OSP site

Written consent is required at all times for the use of hypertext links or deep links between any pages hosted on the OSP site and any other third party site. Consent is also necessary for the use of our logos as promotional or hypertext objects.

Law and Jurisdiction

These Terms of Use and your use of this site shall be governed by English law, and subject to exclusive jurisdiction of the English Courts.

If you have any queries regarding this website or the Terms of Use detailed above don't hesitate to e-mail webmaster@one-stage.com

