



Helpline 0845 259 1358
Voicemail 0800 471 5001
Website www.fameo.co.uk
E-mail info@fameo.co.uk

Security Policy

1. Policy overview

This website (www.fameo.co.uk) is operated by Fameo Limited (referred to as "we/our/us/ Fameo"). Fameo Ltd makes every effort to maintain customer confidentiality when securing an online payment. This includes ensuring the security of your credit card details and other personal information.

We use the Secure Sockets Layer (SSL) on areas of the website where you are entering personal or payment information. This means that this information is encrypted between your computer and ours, and no one else can normally decipher it. You can tell that you are in a secure area of Fameo.co.uk by the small padlock displayed by your browser.

We reveal only the last five digits of your credit card numbers when confirming an order. Of course, we transmit the entire credit card number to the appropriate credit card company during order processing.

We maintain physical, electronic and procedural safeguards in connection with the collection, storage and disclosure of personally identifiable customer information. Our security procedures mean that we may occasionally request proof of identity before we disclose personal information to you.

Finally, it is very important for you to protect against unauthorised access to your password and to your computer. Be sure to sign off when you finish using a shared computer.

2. Definitions

- "Fameo", "Fameo.co.uk", "us" or "we": Fameo limited (Company Number 5320727) whose registered office is at Dept. 109, 210 Upper Richmond Road London, SW15 6NP, United Kingdom.
- "Client", "Customer": The trader being a company, partnership, sole trader or other organisation or any individual, which undertakes to accept Fameo Ltd services.
- "Partner", "Supplier", "Affiliate": A third-party organisation that provides Internet development, hosting and/or Internet access services and/or other services to the Fameo Ltd.
- "Services", "Products": precious colour stones, precious metals, diamonds, jewellery articles, and other jewellery retail industry related subjects.
- "Website", "web site": The website for the sale of products at www.fameo.co.uk.

3. Controllers of personal information



See Fameo Ltd, , <http://www.fameo.co.uk/viewpage.html?id=KBH-297> (Description may include but is not limited to: an abstract, a table of contents, a graphical representation, or a free-text account of the resource.) (as of).



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In addition to our safeguards your personal information is protected in the UK by the Data Protection Act. This provides that the information which we hold about you should be processed fairly and lawfully and should be accurate, relevant and not excessive. The information should, where necessary, be kept up to date and not retained for longer than is necessary.

Any personal information provided to or to be gathered by Fameo.co.uk website is controlled primarily by Fameo Limited at Dept. 109, 210 Upper Richmond Road London, SW15 6NP, United Kingdom. Data Controller: FAMEO LTD, Data Protection Registered Number: Z9484452

To learn how information is collected and used by Fameo.co.uk website, please review our [Privacy Policy](#). For more information on the Data Protection Act and the Information Commissioner please see www.informationcommissioner.gov.uk.

4. Payment card security compliance



Fameo website (www.fameo.co.uk) is tested regularly to ensure that high security standards are maintained. Fameo website is 100% compliant with Payment Card Industry Data Security Standard (PCI DSS), and has been independently certified by SecurityMetrics, Inc. PCI DSS governs the security requirements of both solution providers and individual merchants such as Fameo.co.uk. PCI DSS offers specific guidelines governing six areas of system design and operation: build and maintain a secure network, protect cardholder data, maintain a vulnerability management program, implement strong access control measures, regularly monitor and test networks and maintain an information security policy.

5. Credit and debit cards security

Using your credit or debit card to make purchases via Fameo website is a secure way to pay for your order and as safe as paying through the teller in the high street shop. We have put a number of security steps in place to give you, the customer, total confidence when dealing with us through the Internet.

All sensitive information, including personal details as well as credit card information, is kept confidential through encryption. This means that information can only be exchanged between you and Fameo, and that no third party can access this data. A padlock symbol is usually displayed by your browser to show when a page is covered by this security system.

All historical information regarding credit or debit card, name, and address details is held on a secure isolated computer. We do not retain live records of customer personal details or credit or debit card information on our web servers after the transaction has been completed. For additional protection, we ask for your card's security code at the point of payment. For most cards, including Visa and Mastercard, the code is the last three digits printed on the signature

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strip on the back of the card. For American Express, the code is the four digits printed on the front of the card above the main card number.

All credit card transactions processed via secure bank server. Once a credit card is processed an email receipt is then sent to the client. This receipt contain no credit card information. If you elect to save credit or debit card information at the our website, it will be kept in a secure environment and is not accessible to the company personnel. Firewall protection is employed that acts like a filter to allow access from only authorized sources and to authorized services. As an additional security measure outbound connections from the servers are permitted on an "as-needed" basis. Intrusion detection systems are also deployed on all servers and monitored for any suspicious behaviour.

If you are unlucky enough to experience fraud, Fameo will reimburse any loss you suffer up to the GBP 50 maximum under your credit card company's liability limits. You must, of course, report any fraudulent use of your card to your credit card company in accordance with its reporting rules and procedures. Most companies will either cover all of the fraudulent purchases or hold you liable for a maximum of GBP 50. Should your credit card company discover credit card fraud and hold you liable for some portion of the unauthorised charges, there is no need to worry. Provided the purchase was made through our secure server, Fameo will reimburse you for the maximum liability of GBP 50.

6. Data encryption and physical security

This website is secured using a SSL certificate. This ensures that in certain areas like "Order Checkout" and "[Your Account](#)" we use industry-standard SSL-encryption to protect data transmissions via the World Wide Web and provides many security features, including: authentication, encryption and data integrity. If any other Internet user intercepts the communication he/she will only be able to see it in an encrypted (garbled) form. Certificate technology allows us to decrypt the information, and view it in plain text form.

Your browser's security preference settings are the key to ensuring secure communication over the Internet. This is the first line of defence against theft and unauthorised viewing of confidential personal information. The most popular browsers offer the ability to receive an alert or notification if you change between secure and unsecured transmission modes, or if you receive an invalid site identification notice from a site to which you are about to send a message over an "open" or unsecured connection. Check the settings of your browser security features to see all the options that are available and those that are currently selected.

The presence of security measures surrounding the entry of data on a web page is identified in two ways on your browser. The URL identifying the page will always begin with "https://" versus the normal "http://" a security symbol to indicate operation in a mode that supports secure transmissions.

While we use SSL encryption to protect sensitive information online, we also do everything in our power to protect user-information offline. All of our user information, not just the sensitive

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information mentioned above, is restricted in our offices. Only employees who need the information to perform a specific job (for example, our billing clerk or a [customer service](#) representative) are granted access to personally identifiable information.

Furthermore, all employees are kept up to date on our security and privacy practices. Every quarter, as well as any time new policies are added, our employees are notified and/or reminded about the importance we place on privacy, and what they can do to ensure our customers information is protected. And finally, the servers that we store personally identifiable information on are kept in a secure environment, behind a locked cage.

7. Confidentiality of information

Only authorised personnel will be permitted access to information which you provide to the Fameo. All information collected or passing through our systems will be treated in accordance with relevant legislation or other legal requirements for the protection of the confidentiality, privacy or secrecy of that information.

We will ensure that appropriate safeguards are in place and that, as necessary, the classification of information is undertaken in accordance with identified policies. We will keep the amount of your information collected by, stored on or passing through our systems to an absolute minimum and will only use information for the purpose for which it is provided.

8. Transactions accountability

All financial transactions will provide you with a "receipt" after you have submitted the transaction. The receipt is intended to inform you that the transaction has been successfully processed. Transactions which provide receipts are clearly identified at the outset, so that you will know what kind of receipt to expect and what to do if you do not receive one.

We will undertake auditing and logging of all security related events, including the recording of all necessary information to identify the causes of an event and the person or entity which was responsible for the event. Where such an event occurs, we will take steps to minimise the risk of such an event from occurring in the future. Such steps may lead to further investigation and possible prosecution.

9. Anti-virus practice

Computer viruses are a major risk to any computer system, and the importance of ensuring that anti-virus software is regularly updated must not be underestimated. To this end Fameo has a site license for anti-virus software to ensure that all our data centre and office based computers are updated. Updates run continuously automatically deploying daily changes to the Fameo anti-virus software.

10. Strong passwords practice

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The primary security mechanism on any e-commerce website is the use of personal username and passwords. All registered customer you should choose a password that is at least six characters long. It is very important for you to protect against unauthorised access to your password and to your computer. Be sure to sign off when you finish using a shared computer. In order to make your password harder for people to guess, please keep in mind the following advice.

Don't use dictionary words. All real words are easy to guess. Avoid using any words, words in foreign languages, swear words, slang, names, nicknames, etc. The names of family, friends and partners, anniversary dates, car registrations and telephone numbers are the first thing potential crackers will try when guessing your passwords. Instead try to pick acronyms, mnemonics, random letters, etc, or insert non-alphabetic characters in the middle of the word, replace letters with numbers (´o´ to zero, l to 1, E to 3). Use a mIxTuRe of UPPER and lower case. You must include a number (0-9) somewhere in the password. Try to fit this in somewhere inside whatever letters you choose, instead of at the end or beginning of the password. Never tell anyone else your password or allow them to log in as you. Avoid telling anyone your password on the telephone, hackers often ring up pretending to be from the [Customer Service](#) and ask for your password.

11. Policy summary

If we decide to change our security policy for www.fameo.co.uk, we will post those changes here. This document last revised on: Jul 26 2008, 00:21.

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