
Terms and Conditions

You must agree to abide by these terms and conditions in order to register to use the Community Fix website.

Posting incidents on Community Fix

Once registered you must agree that;

- You will only use the website for its intended purpose, i.e. that of reporting genuine incidents such as graffiti, fly tipping, vandalism etc to the relevant local authority
- You will not post false incidents
- You will not post abusive, obscene or defamatory information or photography
- You will only provide accurate descriptions and genuine photographs
- You will only post each incident once

Once you have posted your incident we will send an email to the relevant local authority. We will also send you an email to tell you who we have sent the email to. Should you wish to chase or progress your post do not contact Dial Media Group Ltd or Community Fix directly as we will be unable to help.

Please note: Once the incident has been approved the description (along with any photo you upload) will be displayed on the Community Fix map. We will not publish your name or email address after sending it to the relevant council, however we would urge you to only include detail on the description which you are happy to have displayed on the public facing website.

Both Community Fix and Dial Media Group respect the privacy of all visitors to our website. Our privacy policy explains how any data is collected and stored as well as how we might use it.

We reserve the right to suspend or delete accounts belonging to users who either abuse the system or who are suspected of abusing the system without notice or explanation.

Personal Data

Community Fix or Dial Media Group will only collect any personal information (name, address, telephone number, email address etc) through the website if you have consented to provide it to us by agreeing to our terms and conditions. If you do not want us to collect your personal data please do not submit it to us.

When you do consent to provide us with your personal data, it may be used in the following ways;

- For research and development (analysis / product improvement)
- To contact you regarding the Community Fix service
- To provide summary usage statistics on the website and for general marketing purposes

Information Collected Automatically

We also collect usage information when you connect to our site that is of a technical nature but that does not identify you personally. We collect this information in order to learn about the platforms that our audience use and to further develop the website. The sort of information that we might collect includes (but is not limited to) Internet browser used, IP address, operating system used, site linked from, entry / exit page.

Cookies

Community Fix makes use of 'Cookies' which is a file of information which we store on your computer to identify you to the site. The cookie is used to improve your future visits to Community Fix because it enables us to potentially provide you with information most relevant to you. We understand that you may object to this and therefore do not insist that you enable your cookies and indeed the site works perfectly well without them. Please refer to your individual browser's help file for instructions regarding how to disable cookies.