

## PRIVACY POLICY

Englefield Green website is committed to protecting your privacy and this Privacy Policy sets out what information we collect, how we collect it, and what we do with it. Our website uses cookies. By using our website you consent to our use of cookies in accordance with the terms of this policy.

### INFORMATION ABOUT YOU

What information do we collect?

We may collect, store, and use the following kinds of personal information:

- (a) information about your computer and about your visits to and use of this website (including [your IP address, geographical location, browser type and version, operating system, referral source, length of visit, page views, website navigation and other information which is undefined at this point]).
- (b) information relating to any transactions carried out between you and us on or in relation to this website, including information relating to any purchases you make of our goods or services.
- (c) information that you provide to us for the purpose of registering with us (including your name, contact details, profile preferences and any special requirements that you supply us or is supplied to us, ("your information").
- (d) information that you provide to us for the purpose of subscribing to our website services, email notifications and/or newsletters (including email address).
- (e) any other information that you choose to send to us

Your information is collected when you request information from us, contact us (and vice versa) or use of services. You are responsible for ensuring that your friends and family are aware of the content of our Privacy Policy and consent to your acting on their behalf in all your dealings with us. We will update your information whenever we get the opportunity to keep it current accurate and complete.

### Our Use of Your Information

We may disclose your information to our service providers (which could be located outside the UK/EEA) for the purpose of providing you with our services. Only information necessary for this purpose will be disclosed to them.

In addition, we may use your information for the purposes set out in our data protection registration with the Office of the Data Protection Commissioner, and disclose the same to our "group companies" (i.e. our holding companies and all group companies of our holding companies, some of which are outside the UK/EEA) if there are business benefits to be gained from doing so. We may also disclose your information to companies who act as "data processors" on our behalf. These purposes include administration, providing services (and contacting you where necessary), customer care, improving our service, business management and operation, reorganisation/restructuring of our business (or our group companies), risk assessment, security and crime prevention/detection, research and analysis, marketing, monitoring, assessing customer purchasing preferences, dispute resolution, credit checking and debt collection. If we search against the files of credit reference agencies, they will record the search and hence the way in which you conduct your account with us may be shared with other lenders and credit agencies.

We will not collect information may be considered "sensitive personal data" under the Data Protection Act 1998. (This includes, for example, any information relating to health, religion, ethnic origin or political persuasion.)

### **Direct Marketing Material**

We do not share your information with any third parties for direct marketing or for research purposes.

### **Your Rights**

You have the right to ask in writing or by contacting us by email for a copy of the information we hold about you and to correct any inaccuracies in your information.

### **LINKS TO OTHER WEBSITES**

We are not responsible for the actions, content or the privacy policies of those websites to which our website(s) may link. It is your responsibility to check the status of these sites.

### **USE OF "COOKIES"**

If our contact and dealing with you is via our website(s), we may use "cookies". A cookie is a small piece of data sent from our web server to your computer and stored in a text file on your hard drive. Cookies allow us to identify your computer but not you personally. You can set your web browser to refuse cookies. We use cookies to measure site usage and related information. If you are making a purchase we may also use cookies to keep track of the transaction from one web page to another. Our website(s) may contain links to other sites not controlled by us. These sites may send you cookies and collect data and personal information.

#### *(1) About cookies*

*Cookies are files, often including unique identifiers, that are sent by web servers to web browsers, and which may then be sent back to the server each time the browser requests a page from the server.*

*Cookies can be used by web servers to identify and track users as they navigate different pages on a website, and to identify users returning to a website.*

*Cookies may be either "persistent" cookies or "session" cookies. A persistent cookie consists of a text file sent by a web server to a web browser, which will be stored by the browser and will remain valid until its set expiry date (unless deleted by the user before the expiry date). A session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.*

#### *(2) How we use cookies*

*Cookies do not contain any information that personally identifies you, but personal information that we store about you may be linked, by us, to the information stored in and obtained from cookies.*

*We may use the information we obtain from your use of our cookies for the following purposes:*

- (a) to recognise your computer when you visit our website;*
- (b) to track you as you navigate our website, and to enable the use of the [specify feature, e.g. shopping cart] on our website;*
- (c) to improve the website's usability;*
- (d) to analyse the use of our website;*
- (e) in the administration of this website;*
- (f) to personalise our website for you[, including targeting advertisements which may be of particular interest to you.*

#### *(3) Third party cookies*

*When you use our website, you may also be sent third party cookies.*

*Our advertisers/service providers may send you cookies. They may use the information they obtain from your use of their cookies:*

- (a) to track your browser across multiple websites;*
- (b) to build a profile of your web surfing;*
- (c) to target advertisements which may be of particular interest to you.*

*In addition, we use Analytics to analyse the use of this website. Analytics generates statistical and other information about website use by means of cookies, which are stored on users' computers. The information generated relating to our website is used to create reports about the use of the website.*

*(4) Blocking cookies*

*Most browsers allow you to refuse to accept cookies. For example:*

*Blocking all cookies will, however, have a negative impact upon the usability of many websites. If you block cookies, you will not be able to use the identify feature(s) on this website.*

*(5) Deleting cookies*

*You can also delete cookies already stored on your computer:*

*Note: Blocking or deleting cookies may have a negative impact on the usability of many websites.*

**SECURITY STATEMENT**

We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information. Of course, data transmission over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet. You are responsible for keeping your password and user details confidential. We will not ask you for any passwords.

**CHANGES TO THIS POLICY**

Any changes to this Policy will be posted on our website. We will strive to ensure our practices comply with the most current available version of this Policy.

**CONTACT**

If you have any questions about this privacy policy or our treatment of your personal information, please contact us by email or by post to our registered address.

**DATA CONTROLLER**

The data controller responsible in respect of the information collected on this website is Englefield Green Village Residents' Association.