

## **PRIVACY POLICY**

James Burrell Limited is committed to protecting and respecting your privacy. We take your privacy very seriously and it is important to us that you can use and enjoy our website without having to compromise your privacy in any way. James Burrell Limited is entered in the Information Commissioner's Register of Data Controllers with registration number Z5117858.

This privacy policy sets out how we deal with personal information collected through our website.

### **Information we collect about you**

Like most websites, there is certain information that is automatically tracked by the internet service provider, including the website you just came from, which URL you go to next, the browser you are using and any searches you have done. This information is used for internal purposes to monitor activity on the website only and is kept in a form which does not identify individuals.

We also collect information from you through our website when you:

- register with us;
- complete our on-line or "contact us" forms;
- provide personal information in the recruitment section of the website.

### **How will we use the information we collect?**

The information you provide to us will be used for the following reasons:

- providing you the best possible service;
- dealing with billing and associated support;
- processing requests for advice or information;
- monitoring and improving our marketing and promotional campaigns;
- administering your account with us;
- notifying you of our bulletins, information packs and services;
- customising the website according to your interests;
- processing any orders you make through our website; and
- complying with our statutory and regulatory obligations.

## **When do we share your information?**

We reserve the right to pass any or all of your personal information to the police or any other relevant body for the purposes of crime protection or prevention or for any purpose associated with your misuse, or suspected misuse of the website or in relation to any legal proceedings or prospective legal proceedings. We may also disclose any or all of your personal information to our auditors for audit purposes and also to credit reference agencies, banks and fraud prevention agencies from time to time.

Third parties may process information on our behalf, such as our IT service providers, and will have incidental access to your information. However, they will be obliged to act only on our instructions and to keep your information secure.

## **Marketing**

By providing us with your e-mail address, you agree that we may e-mail you about products or services we think may be of interest to you.

[Our marketing e-mails will contain an opt-out button. Please use this button if you would like us to stop sending you marketing material.] You can ask us to stop sending you marketing material at any time by writing to us at Deptford Road, Gateshead, Tyne & Wear, NE8 2BR.

## **Cookies**

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

The Interactive Advertising Bureau (IAB) is an industry body that provides indepth information about cookies. You can set your browser not to accept cookies and the IAB website tells you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

We automatically collect and store the following information about your visit:

- the internet domain and IP address from where you access our website;
- the type of browser software and operating system used to access our website;
- the date and time you access the website;
- the pages you enter, visit and exit our website from; and
- if you linked to our website from another website, the address of that website.

We use this information to help us identify click stream patterns, to improve our website and to learn about the number of visitors to our website and the types of technology our visitors use. We only use this information ensure that our web pages stay compatible with a selection of browsers and systems, thereby ensuring that our web pages appeal to a wide audience.

**Other websites**

Our website may contain links to other websites. This privacy policy only applies to our website. When you link to other websites you should read their own privacy policies.

**Access to your information and inaccuracies**

You have a right to request a copy of the information which we hold about you. To obtain a copy of this information, please write to us at the following address:

James Burrell Limited, Deptford Road, Gateshead, Tyne & Wear, NE8 2BR.

When making such a request please provide payment of the statutory fee of £10.00.

We are committed to ensuring that the information which we hold about you is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

**Changes to our privacy policy**

We keep our privacy policy under regular review and we will place any updates on this webpage.