



## Privacy Policy and Data Protection

This privacy policy has been compiled to better serve those who are concerned with how their 'Personally identifiable information' (PII) is being used online. PII is information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context. Please read our privacy policy carefully to get a clear understanding of how we collect, use, protect or otherwise handle your Personally Identifiable Information in accordance with our website.

### **What personal information do we collect from the people that visit our blog, website or app?**

When ordering or registering on our site, as appropriate, you may be asked to enter your name, email address, mailing address, phone number, credit card information or other details to help you with your experience.

### **When do we collect information?**

We collect information from you when you place an order, fill out a form or enter information on our site. When you use this service you provide us with personal information, for example when you complete your quote request we ask you to complete mandatory fields in order for you to best use the Member matching service. Depending on the type of Personal Information you provide, some of this will be sensitive data (as defined in the Data Protection Act 1998). We will process this information for the purpose of administration and operation of the service.

### **How do we use your information?**

We may use the information we collect from you when you register, make a purchase, sign up for our newsletter, respond to a survey or marketing communication, surf the website, or use certain other site features in the following ways:

- To personalize user's experience and to allow us to deliver the type of content and product offerings in which you are most interested.
- To quickly process your transactions.

### **How do we protect visitor information?**

Our website is scanned on a regular basis for security holes and known vulnerabilities in order to make your visit to our site as safe as possible.

We use regular Malware Scanning.

Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential. In addition, all sensitive/credit information you supply is encrypted via Secure Socket Layer (SSL) technology.

We implement a variety of security measures when a user places an order to maintain the safety of your personal information.

All transactions are processed through a gateway provider and are not stored or processed on our servers.

### **Service provider**

This service is provided by surveybooker.com a trading name of The Surveyor Group registered in England and Wales under company number 09854317 with registered office at The Surveyor Group LTD t/a surveybooker.com, Office 7, 35-57 Ludgate Hill, London EC4M 7JN

### **Information Commissioner's Office (ICO)**

The Surveyor Group LTD t/a surveybooker.com LTD is registered with the ICO and our registration reference is 37346382. The ICO is the UK's independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals.

The Surveyor Group LTD t/a surveybooker.com will do all we can to make sure we only use your data for the purposes you have authorised us to do so. If you have any concern over the way your data has been used please let us know.

## **Do we use 'cookies'?**

Yes. Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser (if you allow) that enables the site's or service provider's systems to recognize your browser and capture and remember certain information. For instance, we use cookies to help us remember and process the items in your shopping cart. They are also used to help us understand your preferences based on previous or current site activity, which enables us to provide you with improved services. We also use cookies to help us compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future.

### **We use cookies to:**

- Help remember and process the items in the shopping cart.
- Understand and save user's preferences for future visits.
- Compile aggregate data about site traffic and site interactions in order to offer better

site experiences and tools in the future. We may also use trusted third party services that track this information on our behalf.

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser (like Internet Explorer) settings. Each browser is a little different, so look at your browser's Help menu to learn the correct way to modify your cookies.

### **If users disable cookies in their browser:**

If you disable cookies off, some features will be disabled It will turn off some of the features that make your site experience more efficient and some of our services will not function properly.

However, you can still place orders over the telephone .

### **Third Party Disclosure**

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information.

### **Third party links**

Occasionally, at our discretion, we may include or offer third party

products or services on our website. These third party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.

## **Google**

Google's advertising requirements can be summed up by Google's Advertising Principles. They are put in place to provide a positive experience for users.

<https://support.google.com/adwordspolicy/answer/1316548?hl=en>

We use Google AdSense Advertising on our website.

Google, as a third party vendor, uses cookies to serve ads on our site. Google's use of the DART cookie enables it to serve ads to our users based on their visit to our site and other sites on the Internet. Users may opt out of the use of the DART cookie by visiting the Google ad and content network privacy policy.

### **We have implemented the following:**

- Remarketing with Google AdSense

We along with third-party vendors, such as Google use first-party cookies (such as the Google Analytics cookies) and third-party cookies (such as the DoubleClick cookie) or other third-party identifiers together to compile data regarding user interactions with ad impressions, and other ad service functions as they relate to our website.

### **Opting out:**

Users can set preferences for how Google advertises to you using the Google Ad Settings page. Alternatively, you can opt out by visiting the Network Advertising initiative opt out page or permanently using the Google Analytics Opt Out Browser add on.

### **Users will be notified of any privacy policy changes:**

- On our Privacy Policy Page

### **Users are able to change their personal information:**

- By emailing us

### **How does our site handle do not track signals?**

We honor do not track signals and do not track, plant cookies, or use advertising when a Do Not Track (DNT) browser mechanism is in place.

### **Does our site allow third party behavioral tracking?**

It's also important to note that we do not allow third party behavioral tracking

### **Fair Information Practices**

The Fair Information Practices Principles form the backbone of privacy law in the United States and the concepts they include have played a significant role in the development of data protection laws around the globe. Understanding the Fair Information Practice Principles and how they should be implemented is critical to comply with the various privacy laws that protect personal information.

### **In order to be in line with Fair Information Practices we will take the following responsive action, should a data breach occur:**

We will notify the users via email • Within 7 business days

We also agree to the individual redress principle, which requires that individuals have a right to pursue legally enforceable rights against data collectors and processors who fail to adhere to the law. This principle requires not only that individuals have enforceable rights against data users, but also that individuals have recourse to courts or a government agency to investigate and/or prosecute non-compliance by data processors.

### **We collect your email address in order to:**

If at any time you would like to unsubscribe from receiving future emails, you can email us at and we will promptly remove you from ALL correspondence.

If there are any questions regarding this privacy policy you may contact us using the information below.

The Surveyor Group LTD t/a surveybooker.com Office 7, 35-57 Ludgate

Hill London, EC4M 7JN United Kingdom [technical@surveybooker.com](mailto:technical@surveybooker.com)

### **Keep Your Information Updated**

If any of the information that you have provided to us on this Website changes, for example if you change your email address, name or payment details (where applicable) please contact us by sending an email with the updated information to [technical@surveybooker.com](mailto:technical@surveybooker.com)

### **How to Amend Inaccurate Data**

If you believe that we are holding inaccurate information about you, please contact [technical@surveybooker.com](mailto:technical@surveybooker.com)

### **How to Request Data**

You have the right to request a copy of all personal information we hold about you, for which there may be a small fee of £50. Please contact [technical@surveybooker.com](mailto:technical@surveybooker.com)

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