

PRIVACY AND DATA PROTECTION POLICY

PRIVACY POLICY

At HW Coates we respect the privacy of every individual who visits our website or communicates with us. The information you give to us is only used when dealing with you.

The following policy statement outlines the information HW Coates will collect and how we will use that information. It also lets you know what to do if you want us to remove your personal information that has been collected or stored during previous visits to the site.

How we collect and use personal information

We follow strict security procedures in the collection, storage and disclosure of the information you have given us, to prevent unauthorised access and misuse, as required by the UK Data Protection Acts of 1984, 1998 and 2018.

We do not collect any personally identifying information from you unless we specifically need it - for example, to send you an information pack about our business, services and costs, or get you in contact with a local office.

We may use aggregate information and statistics for the purposes of monitoring website usage (numbers of visitors, where they are located, etc.) to help us develop the website and our services and we may provide such information to third parties. These statistics will not include any information that could personally identify you.

Whenever you send us information we will NOT under any circumstance give or sell this information to any 3rd parties. Your information is safe with us and will not be sold for any purpose.

We reserve the right to disclose individually identifiable information to comply with applicable laws and lawful government requests, or to protect ourselves or our users.

Acceptance of these Terms

By using this website, you agree to this Privacy and Data Protection Policy. If you do not agree to this policy, please do not use the website. HW Coates reserves the right to change this policy at any time. Your continued use of the HW Coates website (including any trading forms of) following the posting of changes to our Privacy and Data Protection Policy will signify your acceptance of those changes or improvements.

USE OF COOKIES – COOKIE POLICY

What is a cookie?

A cookie is a small amount of data, which often includes a unique identifier that is sent to your computer or mobile phone (referred to here as a “device”) browser from a website’s computer and is stored on your device’s hard drive. Each website or third party service provider used by the website can send its own cookie to your browser if your browser’s preferences allow it, but (to protect your privacy) your browser only permits a website or third

party service provider to access the cookies it has already sent to you, not the cookies sent to you by other sites or other third party service providers.

Cookies record information about your online preferences and allow us to provide the most relevant website experience. Users have the opportunity to set their devices to accept all cookies, to notify them when a cookie is issued or not to receive cookies at any time. The last of these means that certain personalised services cannot then be provided to that user and accordingly you may not be able to take full advantage of all of the website features. Each browser is different, so check the “Help” menu of your browser to learn how to change your cookie preferences.

How does HW Coates use cookies?

Information supplied by cookies can help us to analyse your profile when you visit and help us to provide you with a better user experience. Proceeding to use the website will be taken as implied consent for the use of our cookies (given we are only using benign cookies).

A list of the main cookies that HW Coates sets, with ways to minimise the number of cookies you receive:

Cookie Name:
Google Analytics

Name:
_utma,
_utmb,
_utmc,
_utmz

Purpose

These cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, this includes the number of visitors to the site, where visitors have come to the site from and the pages they visited.

For more information see [Google Privacy Overview](#).

Further information

Additional information regarding cookies and opting-out is available at

[Your Online Choices](#) and [All About Cookies](#).

Contact details

We welcome your views about our website and our privacy policy. If you would like to contact us with any queries or comments, please email us at enquiries@hwcoates.co.uk

DATA PROTECTION

Legislation

HW Coates will comply with the Data Protection Act 2018 and the General Data Protection Regulations (GDPR), as applicable, at all times.

What we hold and why

HW Coates may hold personal details but this will be restricted to what is required to operate the business. This data may be collected through your interactions with the company, e.g. enquiries, setting up new contracts, credit control, use of contractors, etc. The types of personal data that may be held on file can include, but is not restricted to:

- Names and addresses
- Telephone numbers
- E-mail addresses
- Driving licence details
- Individual training details
- Financial details

All of the above data is stored securely – this may be in electronic or hardcopy form, and will only be stored when necessary.

Sharing information

Information may be shared to allow for legitimate operation of the business only. Examples of who we may share this information with may include, but is not limited to, auditors, regulators and credit check agencies.

Information stored by the company will only be used in the course of running the business and will not be sold on to third parties.

Retention of information

Any information that is identified as no longer required will be deleted from the systems owned and operated by the company. Similarly, any hardcopy information will be securely destroyed.

Data breaches

Any identified data breaches will be managed internally by the company and, if deemed necessary, reported to the relevant parties and ICO.