

# Verdant View Privacy & Cookie Policy

## About Cookies

### **What are cookies?**

Cookies are small text files that are stored on your PC, phone or other web enabled device when you visit the Verdant View website. They are not harmful and do not contain any confidential information such as your home address, date of birth or credit card details.

Cookies are an essential part of how our site works. Some of these cookies are required by our site to enable you to transact whilst other cookies enable us to give you an enhanced, personalised web experience.

By using our site, you also consent to the use of these cookies. Cookies are used on our site for the following reasons:

- To record the areas of the website that you have visited, products you have viewed and time spent browsing, as well as the products you purchased. Verdant View uses this information to help make the website more user friendly, develop our site design and to continuously improve the quality of the service we provide.
- To distribute visitors to our site evenly across platforms to ensure the content is served at the fastest possible speed.

We also offer you the facility to share your experience on our site through social sites such as facebook and twitter. By using these features, you are also consenting to allow cookies from these providers. More information about how these providers use cookies can be found at their websites.

### **Are cookies safe?**

Yes. The information stored in cookies is safe and anonymous. They do not contain any information, which could personally identify you and your account security is never compromised. You can find more information about cookies at [www.allaboutcookies.org](http://www.allaboutcookies.org) and [www.youronlinechoices.eu](http://www.youronlinechoices.eu). For a video about cookies visit [www.google.co.uk/goodtoknow/data-on-the-web/cookies](http://www.google.co.uk/goodtoknow/data-on-the-web/cookies).

### **Can I turn off cookies?**

Verdant View uses cookies to ensure that we provide the best possible standard of service to our online customers. However, as part of our privacy and security policy, we require your consent to use them.

To withdraw your consent, or if you want to be notified each time a cookie is about to be used, you should amend the settings provided in your web browser to prevent us from storing cookies on your computer's hard drive. For information on how to disable cookies, please consult the "Help" tab of your browser via the menu bar.

It must be noted that if you choose not to consent to the use of cookies, your experience of our site may be severely impaired.

## Privacy

Verdant View is committed to complying with the Data Protection Act 1998 and have published this guide to help you understand how and why Verdant View collect information from you, to whom such information is disclosed and what your rights are. If we make changes to this Policy we will notify you by updating this statement on our website. You can access our Website home page and browse our site without disclosing your personal data. However, when you complete our contact form or use our online shop you will be asked to provide certain information about yourself.

### *What information do we collect and how do we obtain it?*

We receive information directly from you when you complete our contact form.

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

We use the information that we collect about you to:

1. Administer this website.
2. Monitor customer traffic patterns and site usage to help us develop and improve the design and layout of the site.
3. Notify you about enhancement to our services, such as changes to the website, new services and special offers that may be of interest. We may contact you by mail, telephone or email with offers. We will never do this without your permission.

## *Keeping in touch with you*

We want to keep you up to date with information about new ranges, special offers and improvements to this site.

If you decide you do not want us to contact you, you can request that we stop using your information and that we stop mailing information to you by writing to the Company or by emailing [hello@verdantview.co.uk](mailto:hello@verdantview.co.uk) quoting Security and Privacy Enquiry.

You may continue to receive mailings, which are already on route to you for a short period of time while your request is being dealt with.

## *Your rights under the Data Protection Act 1998*

You have a right to access the personal data that we hold on you. If you would like to see a copy please send a written request to the Director, Verdant View, quoting Security and Privacy Enquiry. If you think the information we hold on you is incorrect please contact us.

## *Contact Us*

If you have any questions relating to this policy or the use by Verdant View of personal data please write to the Director, Verdant View or email [hello@verdantview.co.uk](mailto:hello@verdantview.co.uk)

## *Changes to the Privacy Policy*

We keep our privacy policy under regular review and we will place any updates in this webpage. This privacy policy was last updated on 1<sup>st</sup> September 2012.