



Hallmaster's Privacy Policy

Please read our Privacy Policy carefully before using this website and associated Hallmaster products ("our website and associated products"). In these conditions "we", "us" and "our" means Hallmaster and "you" means the individual using our website and associated Hallmaster products. This Privacy Policy sets out how we comply with European Union data protection requirements. This applies to the entire website and associated products.

We are committed to respecting your privacy. Once you choose to provide us with any information by which you can be identified, then you can be assured that it will only be used in accordance with this Privacy Policy under the Data Protection Act 1998.

When you create or log in to an online account you agree to our privacy and cookies notice. Otherwise, by continuing to use our websites or and associated products you agree to the use of cookies as described in this notice.

How do we collect information about you?

We may collect personal information from you when you register to use the services provided on our website and associated products.

What information do we collect?

We may collect the following information: Your name; e-mail address; organisation name; phone numbers; technical details on your computer or access device; time and date of access; location of access; Your billing and transaction information. Information regarding your, demographics, experiences with the Services and contact preferences in order to provide you with further correspondence about our products and services.

What do we do with the information we gather?

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons: Internal record keeping We may use the information to improve our products and services We may use the information to manage the security of our services Our representatives may follow up, by e-mail, or mail, to people as part of our customer care procedures From time to time, we may use your information to contact you for market research purposes. We may contact you by e-mail, or mail, unless you have registered with the appropriate Preference Service If you wish to cease receiving e-mail updates, then please e-mail us at info@hallmaster.co.uk

E-mail marketing

Unless you have registered with the appropriate Preference Service, we would like to provide you by e-mail with information about new products, promotions, special offers and other information which we think you may find interesting. However, we appreciate that e-mail "spam" has become a problem in recent years. If you are a customer or you have previously asked us for information on our products, we may send you information on our range of products by e-mail, unless you have asked us not to do so.

If the reason you have given us personal information is to receive e-mail information from us, we will continue to provide this information by e-mail unless you ask us not to do so. Otherwise, when you provide us with personal information, we will ask you whether or not you are happy for us to send you this kind of information by e-mail.

If you decide at any time that you no longer wish to receive marketing e-mails from us, please contact:

Cotness Associates
Suite D7,
Romany Works Business Park,
Holton Heath, Poole, Dorset BH16 6JL
or: info@hallmaster.co.uk

What if you think we have incorrect information or you would like a copy of the information we hold about you? We will provide details of any personal information held about you upon request. A small fee will be payable. If you would like a copy of the information held on you please write to:

Cotness Associates
Suite D7,
Romany Works Business Park,
Holton Heath, Poole, Dorset BH16 6JL
or: info@hallmaster.co.uk

If you believe that any information we are holding on you is incorrect or incomplete, please e-mail us as soon as possible at info@hallmaster.co.uk . We will correct or update any information which is found to be incorrect as soon as possible.

Who We Share the Information With And Your Choices

When you use this website and have not advised us to the contrary, you are agreeing that we may use your personal information for the purposes set out in this statement. We will not sell, distribute or lease your personal information to third parties other than our subsidiaries, or a purchaser or potential purchaser of our business unless we have your permission or are required by law.

Other Websites

Our website and associated Hallmaster products may contain links to enable you to visit other web sites of interest easily. We do not have any control over that other web site. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such websites and such websites are not governed by this Privacy Policy. You should exercise caution and look at the privacy statement or policy applicable to the web site in question.

How We Use Cookies

You should be aware that when you use our websites or associated products, we may collect information by using 'cookies'.

What are cookies and how do they work?

Cookies are small bits of text that are downloaded to your computer or mobile device when you visit a website. Your browser sends these cookies back to the website every time you visit the site again, so it can recognise you and can then tailor what you see on the screen.

What do you use cookies for?

Cookies are an important part of the internet. They make using websites much smoother and affect lots of the useful features of websites. There are many different uses for cookies, but they fall into four main groups.

Cookies that are needed to provide the service you have asked for

Some cookies are essential so you can move around the website and use its features. Without these cookies, services you've asked for can't be provided. These cookies don't gather information about you that could be used for marketing or remembering where you've been on the internet.

Here are some examples of essential cookies.

- Keeping you logged in during your visit; without cookies you might have to log in on every page you go to.
- When you add something to the online shopping basket, cookies make sure it's still there when you get to the checkout.
- Some are session cookies which make it possible to navigate through the website smoothly. However these are automatically deleted after you close your web browser.

Improving your browsing experience

These cookies allow the website to remember choices you make, such as your language or region and they provide improved features.

Here are a few examples of just some of the ways that cookies are used to improve your experience on our websites.

- Remembering your preferences and settings, including marketing preferences.
- Remembering if you've filled in a survey, so you're not asked to do it again.
- Remembering if you've been to the site before. If you are a first-time user, you might see different content to a regular user.
- Restricting the number of times you're shown a particular advertisement. This is sometimes called 'frequency capping'.
- Showing you information that's relevant to products of ours that you have.
- Enabling social media components, like Facebook or Twitter.
- Showing 'related article' links that are relevant to the page you're looking at.
- Remembering a location you've entered such as weather forecasts.

Analytics

We like to keep track of what pages and links are popular and which ones don't get used so much to help us keep our sites relevant and up to date. It's also very useful to be able to identify trends of how people navigate (find their way through) our sites and if they get 'error messages' from web pages.

This group of cookies, often called 'analytics cookies' are used to gather this information. These cookies don't collect information that identifies you. The information collected is anonymous and is grouped with the information from everyone else's cookies. We can then see the overall patterns of usage rather than any one person's activity. Analytics cookies only record activity on the site you are on and they are only used to improve how a website works.

Some of our websites and associated products and some of the emails you might get from us also contain small invisible images known as 'web beacons' or 'tracking pixels'. These are used to count the number of times the page or email has been viewed and allows us to measure the effectiveness of its marketing and emails. These web beacons are anonymous and don't contain or collect any information that identifies you.

If we use any 'affiliate' cookies these are through any promotional links to other companies' sites. If you follow one of these links and then register with or buy something from that other site, a cookie is sometimes used to tell that other site that you came from one of our sites. That other site may then pay us a small amount for the successful referral. This works using a cookie.