



PRIVACY POLICY

Introduction

This privacy policy explains how **COEL Maintenance** uses the information collected by this website (www.coelmaintenance.co.uk).

We gather and use information about visitors to our website in order to:

- Enable certain website functionality.
- Collect information to better understand how visitors use our website.
- Enable us to provide information relevant to our visitors.

Data Gathering

We may collect the following information:

- Name and job title.
- Contact information (e-mail, phone number, address etc.).
- Website usage data.
- Other relevant information in respect of visitor enquiries.

How we use this data

This data helps us understand what our website visitors are looking for and enables us to provide relevant, timely information.

We may use this data:

- For our own records.
- To improve the information and services we offer.
- To contact you in response to a query.
- To customise our website to enable a better user experience.
- To send you news about services, offers, items of interest etc.
- To send you promotional materials or call you about our services.
- To contact you for market research.

Cookie Use

A cookie is a small file placed on your computer's hard drive which enables our website to identify the pages you view. Cookies allow websites to store your preferences in order to present information relevant to you. They also enable us to analyse how many people visit our website and which pages are visited most regularly.

We may use cookies to:

- Analyse our web traffic using analytics software such as Google Analytics.
- Test the content on our website.
- Store information about your preferences to enable us to present relevant content when you visit us next time.

Cookies do not provide us access to your computer or any other information about you, other than that which you choose to share with us.

You can control cookie usage via your web browser cookie settings. If you do not want our website to store cookies on your computer or devices you should set your web browser to refuse cookies. This may however affect how our website functions in terms of pages and services that are then available to you.

Controlling Information About You

When you fill in our contact form you may see tick boxes enabling you to opt-in to receive marketing communications from us by e-mail, telephone or post.

If you have agreed that we can use your information for marketing purposes, you can change your mind and let us know by sending us an e-mail to info@coelmaintenance.co.uk or writing to us at: 11 Nuffield Road, Cambridge, CB4 1TF.

We will never lease or sell your personal information to third parties unless we have your permission or are required by law to do so.

Any personal data held about you is stored and processed under the Data Protection Act 1998.

We have implemented security safeguards to ensure that your information is held securely.

Links to Other Websites

Please note that we have no control of websites outside of www.coelmaintenance.co.uk. If you submit information to a website to which we link, we are not responsible for its protection and privacy.

This policy was updated on 21st June, 2017.