

his privacy policy sets out how Phillip Bannister Ltd uses and protects any information that you give when you use this website.

Phillip Bannister Ltd is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Phillip Bannister Ltd may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from May 2018.

What we collect

We may collect the following information:

- name and job title
- contact information including email address
- demographic information such as postcode, preferences and interests
- other information relevant to customer surveys and/or offers.
- IP address
- Information about your computer / browser

What 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
- from time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests
- Analytical information

Disclosure of your personal information to third parties:

- only to the extent necessary to run our business / website / fulfill contracts
- when required to do so by law

Your personal information

- we hold your personal information for no longer than necessary (for legal obligations)
- you can access your personal information by contact us
- you can update / delete / correct your personal information
- withdraw the consent of our company using the information

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

We encrypt all data sent on our website (using SSL) and only grant access to your personal information where necessary.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies (Google Analytics) to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system. Here are our main cookies:

Google Map

Persistent cookie set by Google maps. On some pages we embed interactive maps using Google Maps.

Google Analytics

These cookies are used to collect information about how visitors use our site.

YouTube

Persistent cookie set by YouTube – if viewing an embedded video on our web site.

WordPress comments

If you leave a comment on our site you may opt-in to saving your name, email address and website in cookies. These are for your convenience so that you do not have to fill in your details again when you leave another comment. These cookies will last for one year.

If you have an account and you log in to this site, we will set a temporary cookie to determine if your browser accepts cookies. This cookie contains no personal data and is discarded when you close your browser.

When you log in, we will also set up several cookies to save your login information and your screen display choices. Login cookies last for two days, and screen options cookies last for a year. If you select “Remember Me”, your login will persist for two weeks. If you log out of your account, the login cookies will be removed.

If you edit or publish an article, an additional cookie will be saved in your browser. This cookie includes no personal data and simply indicates the post ID of the article you just edited. It expires after 1 day.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Comments

When visitors leave comments on the site we collect the data shown in the comments form, and also the visitor’s IP address and browser user agent string to help spam detection.

An anonymized string created from your email address (also called a hash) may be provided to the Gravatar service to see if you are using it. The Gravatar service privacy policy is available here: <https://automattic.com/privacy/>. After approval of your comment, your profile picture is visible to the public in the context of your comment.

Embedded content from other websites

Pages on this site may include embedded content (e.g. videos, images, articles, etc.). Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website.

These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracing your interaction with the embedded content if you have an account and are logged in to that website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen. More information on this framework can be provided on request.

You may request details of personal information which we hold about you under the General Data Protection Regulation 2018.

If you believe that any information we are holding on you is incorrect or incomplete, please write to our email address (info@philipbannister.co.uk) as soon as possible. If you’d like us to remove your information from our database please send an email to info@philipbannister.co.uk and we will happily remove it. We will promptly correct any information found to be incorrect.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the legal requirements you can complain to the Information Commissioner’s Office (ICO).