

PRIVACY POLICY

Introduction

Fern-Howard ('the Company' / 'we') is committed to protecting your privacy and taking care of your personal data, and therefore we conduct our business in compliance with applicable laws on data privacy protection and data security. This Policy sets out how we will use information gathered when you visit our Website and is intended to make you aware and understand what information we collect and how and why we collect it, update, manage, delete or export it.

You can use our services in different ways to manage your privacy and you can adjust your privacy settings to control what we collect as well as how your personal information is used.

We may change this Policy periodically and without further notice by updating this page. You should check this page from time to time to ensure that you are happy with any changes. By accessing and using this Website, you hereby agree to this Privacy Policy and all other policies shown within the Website. You must be at least 18 years old to use this Website and by using or accessing it you agree to our terms and conditions and acknowledge and warrant that you have attained this age. If you do not agree to be bound by these terms and conditions you should immediately cease using this Website.

Please read these provisions carefully as they can affect your legal rights.

Collecting and Using Personal Information

Personal information is information such as your name, e-mail address or postal address which can be used to uniquely identify you. This information is gathered when you fill in the Enquiry Form. You can visit our Website without telling us who you are. It is only when you use our Enquiry Form that you will be asked to provide us with personal information. Information gathered through this form will be held in a database at our offices and we are committed to ensuring that your information is secure. We do not share your information with any other parties.

We may use your information to provide you with a better service, to supply you with information which we think you might find interesting and to assist various marketing activities by the Company.

Where you use our Website service to make and receive telephone calls or receive calls and messages, you agree for us to collect call and message log information such as your phone number, calling party number, receiving party number, forwarding numbers, sender and recipient email address, time and date of calls and messages made, the duration of calls, the types and volumes of calls and messages and routing information.

You will only be contacted by the means you have indicated that you are happy to receive. We shall remove you from our database of site users and stop sending you information upon specific request. Simply send us an e-mail to unsubscribe at marketing@fernhoward.com.

Collecting and Using Anonymous Information

We collect anonymous information about how you use our Website (e.g. pages viewed, average time spent on site, time of day the site was visited and other non-personal information). This information is not in any way connected to any personal information that you provide.

We may use various technologies to collect and store information, including cookies, local storage (browser or web storage, databases and server logs) and pixel tags.

Such information helps us to know what our users do (e.g. such as which pages are the most popular). We use it to continually review and improve our Website.

Cookies & Use

1. A cookie is a text file saved on your computer (desktop, laptop or mobile phone) when you visit our Website. It asks for permission to be placed on your hard drive.
2. Cookies are managed by your internet browser and are designed to collect information about your navigation on the site and send you personalised services. They allow web applications that respond to you and can gather and note information about your preferences.
3. Generally, cookies help us to give you an improved use of our website but does not give us access to your computer device or any information about you, other than any data that you may choose to share with us and we only use this information for statistical and analytical reasons.
4. You have the choice to either accept or decline cookies. However, by blocking cookies on your browser your website experience may be changed and this may prevent you from having the full advantages of our site.

Third-Party Cookies

1. As our website uses an analytics process provided by a third-party, including but not limited to Google, Jetpack and WooCommerce, that requires the use of cookies this enables us to sort and refine information about traffic and behaviour. We are able to do this through an IP address recognition tool as well as other methods.
2. Our Website also uses plug-ins in order to share content directly on social media networks such as LinkedIn, Facebook, Instagram and Twitter.
3. These plug-ins may show up cookies on your computer to track your navigation of the internet or identify your areas of interest regardless of whether or not you use these social media platforms.
4. The provision and use of such cookies by these third-parties are always subject to their own Privacy Policy. These policies should therefore be read by you as we have no control over the method or process used by social media networks and how they collect information about how and when you navigate the website.

Links

This Website contains links to other sites. We are not in any way responsible and do not accept any liability for the privacy policies and practices or contents of linked websites.

Contact Us

If you have any questions regarding this Privacy Policy or if you wish to change information or be removed from our database, please send an e-mail to marketing@fernhoward.com or write to us at: Fern-Howard Ltd, 1 Featherstone Road, Wolverton Mill, Wolverton, Milton Keynes, Buckinghamshire, MK12 5TH.



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Fern Howard Limited is a UK registered business.

VAT No. GB 844 2805 26 Reg.

CompanyNo.3202749.

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