

Charles Design Associates are committed to protecting and respecting your privacy.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

For the purpose of the Data Protection Act 1998, the Data Controller is:

Patricia Mary Charles of 33 Sennen Place, Port Solent PO6 4SZ.
Data Protection Register No. Z3272252

WHAT WE DO WITH THE INFORMATION WE COLLECT

We use information held about you in the following ways:

- To ensure that content from our site is presented in the most effective manner for you and for your computer.
- To improve our products and services.
- To provide you with information, products or services that you request from us or which we feel may interest you.
- To carry out our obligations arising from any contracts entered into between you and us.
- To allow you to participate in interactive features of our service, when you choose to do so.
- To notify you about changes to our service.

We may also use your data to provide you with information about goods and services which may be of interest to you and we may contact you about these by email, post or telephone.

If you are an existing customer, we will only contact you by electronic means (e-mail or SMS) with information about goods and services similar to those which were the subject of a previous sale to you.

If you do not want us to use your data in this way please send an email with your request to info@charles-design.co.uk.

WHERE WE STORE YOUR PERSONAL DATA

Once we have received your information, we will use strict procedures and security features to prevent unauthorised access. All information you provide to us is stored on our secure computer system and database.

We use password protection and encryption to prevent unpermitted access to all personal data files.

We may also store manual copies of your personal information in a secure facility where access is restricted.

CHARLES DESIGN ASSOCIATES COOKIE POLICY

In this section you will find information on what cookies may be set when you visit our website and how to reject or delete those cookies.

When we provide services, we want to make them easy, useful and reliable. Where services are provided on the internet, this sometimes involves placing small amounts of information on your device, for example your computer or mobile phone. This information consists of small files known as cookies and they cannot be used to identify you personally.

These pieces of information are used to improve our services for you through, for example:

- Enabling a service to recognise your device so you don't have to provide the same information several times during one task.
- Recognising that you may already have provided a username and password so you don't need to do it for every web page requested.
- Measuring how many people are using services, so they can be made easier to use and there's enough capacity to ensure they're fast.

You can manage these small files yourself and learn more about them by visiting: www.direct.gov.uk/managingcookies

HOW TO CONTROL AND DELETE COOKIES

We will not use cookies to collect personally identifiable information about you. However, if you wish to restrict or block the cookies which are set by our website or any other website, you can do this through your browser settings. Comprehensive information on how to do this across a wide variety of browsers can be found at www.aboutcookies.org Please be aware that restricting cookies may impact the functionality of the websites you visit.

THIRD PARTY COOKIES

Cookies set for embedded social media content

To support our information provision and engagement, we sometimes embed photos and video content from websites such as Facebook or YouTube. As a result, when you visit a page with content embedded from Facebook or YouTube you may be presented with cookies from this website. We do not control the use of these cookies. You should check third party websites for more information on these cookies.

Our website may also carry embedded 'like' or 'share' buttons to enable users of the site to easily share articles with their peers through a number of popular social networks. These sites may set a cookie when you are also logged in to or otherwise using their service. We have no control over these cookies and you should check for more info from their website on these cookies.

GOOGLE ANALYTICS

Google analytics is a web analytics service provider provided by Google Inc. Google analytics sets a cookie in order to evaluate a visitor's use of our website.

Google stores the information collection by the cookie on their servers in the United States. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. By using our website, you consent to the processing of data about you by Google in the manner and the purposes set out above.

For more information on the cookie set by Google analytics, including information on how to opt out please go to <http://www.google.com/intl/en/privacypolicy.html>.

COOKIE CATEGORIES

The type of cookie used on this Site can each be put into 1 of 4 categories, based on the International Chamber of Commerce http://www.international-chamber.co.uk/components/com_wordpress/wp/wp-content/uploads/2012/04/icc_uk_cookie_guide.pdf guide to cookie categories.

A. Strictly Necessary Cookies:

These cookies are essential, as they enable you to move around a website and use its features, such as accessing secure areas. Without these cookies, services you've asked for (such as access to secure areas) cannot 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. These cannot be restricted or blocked.

B. Performance Cookies:

These cookies collect information about how you use a website, for example which pages you go to most often and if you get any error messages from certain pages. These cookies don't gather information that identifies you. All information these cookies collect is anonymous and is only used to improve how a website works. These cookies are not used to target you with online advertising. Without these cookies we cannot learn how our

website is performing and make the necessary improvements that could enhance your browsing experience. These can be restricted or blocked.

C. Functionality Profile Cookies: These cookies allow a website to remember choices you make (such as your user name, language or the region you are in) and tailor the website to provide enhanced features and content for you. For instance, they remember your log-in details and allow you to watch videos. They also ensure the onsite marketing and experience is relevant to you. These cookies can also be used to remember changes you've made to text size, font and other parts of pages that you can customise. The information these cookies collect may be anonymous and they cannot track your browsing activity on other websites. Without these cookies, a website cannot remember choices you've previously made or personalise your browsing experience. These can be restricted or blocked.

D. Targeting Cookies: These cookies gather information about your browsing habits. They remember that you've visited a website and share this information with other organisations such as advertisers. They do this in order to provide you with ads that are more relevant to you and your interests. Although these cookies can track your visits to other websites, they don't usually know who you are. Without these cookies, online advertisements you encounter will be less relevant to you and your interests. These can be restricted or blocked.

COOKIES WE USE

This is a list of the main cookies we use and what each is used for:

Cookie name: `__utma`
Expires: 2 years
Category: Performance
Description: Used by Google Analytics. Each unique browser that visits a page on the site is provided with a unique ID via the `__utma` cookie. In this way, subsequent visits to the website via the same browser are recorded as belonging to the same (unique) visitor. Thus, if a person interacted with the website using different browsers, the Analytics reports would track this activity under two unique visitors. Similarly if the same browser were used by two different visitors, but with a separate computer account for each, the activity would be recorded under two unique visitor IDs. On the other hand, if the browser happens to be used by two different people sharing the same computer account, one unique visitor ID is recorded, even though two unique individuals accessed the site.

Cookie name: `__utmb` & `__utmc`
Expires: 30 min
Category: Performance
Description: Google Analytics uses these two cookies to establish a session. If either of these two cookies is absent, further activity by the user initiates the start of a new session.

Cookie name: `__utmz`
Expires: 6 months
Category: Functionality
Description: When visitors reach the site via a search engine result, a direct link, or an ad that links to the page, Google Analytics stores the type of referral information in a cookie. The parameters in the cookie value string are parsed and sent in the GIF Request (in the `utmcc` variable). The expiration date for the cookie is set as 6 months into the future. This cookie gets updated with each subsequent page view to the site; thus it is used to determine visitor navigation within the site.

CHANGES TO OUR PRIVACY POLICY

This policy was last updated on the 20/07/2012. Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail.

CONTACT

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to:
info@charlesdesign.co.uk.

© 2012 Privacy Policy provided by Watertight Legal Ltd.