



## **Privacy, Cookies and Accessibility Policies 2017**

### **Privacy Policy**

Our Website is provided by Tree Tents International Limited, a company incorporated in England with registered number 10166570 and whose registered office is at c/o Brian Cook Associates, Marine House, 151 Western Road, Haywards Heath, West Sussex, RH 16 3LH, UNITED KINGDOM (“Tree Tents”).

By accessing and using the Website, our customers, prospective customers and visitors (“you”) agree to be legally bound by our terms and conditions and our policies.

The following policies apply to our Website: <http://www.treetents.co.uk>

### **1. Application**

This privacy policy relates to

- ▶ How we handle information received or collected about you as an individual through the Website,
- ▶ How we communicate with you as an individual, and
- ▶ Your rights as an individual in respect to such information and communications.
- ▶ It does not relate to information about companies held and processed by us.

### **2. Definitions**

In this privacy policy references to “we”, “us” or “our” are to Tree Tents International Limited; and “the Website” are to <http://treetents.co.uk> and any other Website owned or operated by us.

In accordance with the Data Protection Act 1998 ('the Act'), this Cookie and Privacy Policy sets out how any data that you provide to us or that we collect from you is processed and treated by us. Please ensure that you read the following carefully to ensure that you understand how your personal information will be processed and treated. Please also note that by using this Website you will be deemed to have accepted both this Cookie and Privacy Policy and the Terms of Use.

### **3. Information We Collect**

In using and communicating with the Website and with us, we may collect personal identifiable information about you. We will collect information through forms that you fill out on the Website, through contact made with us, when posting material to our Website, and when requesting services. Details of your visit to our Website will also be recorded including, but not limited to, location data, communication data and the resources that you access. We will also collect non-personal information about Website usage as detailed in the 'Cookies' section below.

The information which we collect may include

- a. Any personal details about you as an individual which you provide to us through forms on the Website and emails exchanged with us or any of its personnel, such as your name, address, telephone number, job title etc.
- b. Your preferences and use of email updates, as recorded by emails that we send you (if you elect to receive email updates on our products and offers).
- c. Your IP Address, a string of numbers unique to your computer that is recorded by our web server when you request any page or component of the Website.

### **4. How We Use Information**

- a. Any information about you as an individual which we collect from the Website will be used in accordance with the Data Protection Act 1998 and other applicable laws.
- b. The information will be used to deal with you and / or your company, including making sales to you or your company, making contract with you or your company, processing such contract, and providing after sales service. We may pass your information to another organisation to supply/deliver products or services you or your company have purchased and/or to provide after-sales service.

c. In certain cases we may use your email address to send you information about our products and services. If so you will be offered the option to opt out of receiving such e-mails.

d. We may need to pass your personal information to other companies for administrative purposes. We may use third parties to carry out certain activities, such as processing and sorting data, monitoring how customers use the Website and issuing our e-mails. Third parties are not allowed to use your personal information for their own purposes. For these purposes your details may be transferred outside the European Economic Area (EEA) and you consent to such transfer by using the Website.

e. We may transfer your personal information to a third party as part of a sale of some or all of our business and assets to any third party or as part of any business restructuring or reorganisation, in which event we will take steps to ensure that your privacy rights continue to be protected.

f. We will not sell or pass on your personal information to any other person, except a company within our group or in accordance with paragraph (d) above, or if we are required or permitted to do so by law.

g. Under no circumstances will we hold payment details such as your card number, expiry date and security code. Where payments are handled through an accredited payment bureau, you should visit their Website to view their privacy policy.

h. In order to effectively process credit or debit card transactions it may be necessary for the bank or card processing agency to verify your personal information for authorisation with an entity outside the EEA. Such information will not be transferred out of the EEA for any other purpose

## **5. Access To Your Data**

Everyone has a right to access the personal information that any company or individual collects about him or her in accordance with the Act. A £50 administration fee will be applicable for this process. Please contact [info@treetents.co.uk](mailto:info@treetents.co.uk) for further information.

## **Cookies Policy**

### **1. Explaining Our Policy**

This Website uses cookies to collect information about the visitors to the Website in order to improve the services that are offered. Cookies provide the operator with

non-personal data about the visits to pages, the use of materials, the duration of page views, the paths utilised to travel around the Website, and other general information. This information will not be associated with you as an individual and is used solely to improve the services offered to customers. If you wish to disable the use of cookies, then you can do so by changing the settings in your web browser. Visit the 'Help' section of your web browser to learn how to do this.

a. Cookies may be used by the Website to allow us to recognise you and your preferred settings e.g. to store your ID and password for future sessions. This saves you from re-entering information on return visits to the Website. You have the option not to use this feature, in which event no cookies will be retained on your computer.

b. If the site has a secure log-in for our registered users, it may use a temporary 'session cookie' to perform the secure login to our Website. This cookie contains no personal information, just a long random number, and is deleted from your web browser when you exit the Website.

c. Temporary cookies are used in the transactional part of the Website to authenticate you as an authorised user after you have logged in.

d. Your browser may be capable of being programmed to reject cookies, or to warn you before downloading cookies, and information regarding this may be found in your browser's 'help' facility.

For an explanation of cookies see: [www.allaboutcookies.org](http://www.allaboutcookies.org)

If you have any questions regarding cookie use, please contact us by email at [info@treetents.co.uk](mailto:info@treetents.co.uk)

We use third party companies as suppliers for some of our functions. Their use of the data is controlled by our contract with them and they are only allowed to use the data strictly for the purpose we have stated e.g. the data is not used in connection with data from other companies and we are not tracking user behaviour outside our own sites.

## **2. Data Storage**

We also collect data that is provided to us by visitors filling out forms on our Website. This data will be stored securely within our own servers. All data will be stored securely. We will take all steps that are reasonably necessary in ensuring that your data is treated securely and in accordance with this Cookie Policy, Privacy Policy and the Act.

### **3. Changes to Cookie And Privacy Policy**

We reserve the right to change this Cookie and Privacy Policy at any time. It is your personal responsibility to check back regularly for any changes that may affect your use of the Website and the way that we treat your personal information

### **4. Other Websites**

This privacy policy only covers the Website. Any other Websites which may be linked to by the Website may be subject to their own privacy policy, which may differ from ours and we are not responsible for the content provided on any third-party web sites.

## **Accessibility Policy**

### **1. Introduction**

We believe in making Tree Tents' Website's information and functionality equally available to all visitors. We have therefore made this site as usable and accessible as possible so you can easily find the information you are looking for. When using this site, you will find a number of features that make it as accessible as possible to users with impairments and to their adaptive technology.

### **2. Text Size**

If you would prefer the font size to be larger or smaller, you can easily adjust it using your browser.

To increase or decrease the text size, follow these basic instructions for Internet Explorer:

- ▶ Click on the 'View' menu in your browser.
- ▶ Click on the 'Text size' option.
- ▶ Select the size you wish to see.

To increase or decrease the text size, follow these basic instructions for Mozilla Firefox:

- ▶ Click on the 'View' menu in your browser.
- ▶ Click on the 'Increase Font' option.

### **3. Your Feedback Is Important**

If you experience any problems using this site, or have some feedback or suggestions on how to improve accessibility, please contact us.

### **4. Other Points**

This site has been designed with style sheets to allow maximum flexibility. Header tags and tables summaries have been effectively added to this site.

### **5. More Information**

For more information about Website accessibility please visit the [W3C Web Content Accessibility Guidelines](#).

### **7. Contact Us**

If you wish to contact us about any aspect of the Website or any of our Policies, please email us at [info@treetents.co.uk](mailto:info@treetents.co.uk) or write to us at our postal address (see page 1 above).

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Tree Tents International Limited is a company registered in England and Wales.  
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Haywards Heath, West Sussex RH16 3LH.