



# Privacy Policy

## Who we are

Our website address is <https://www.durhampointers.co.uk>

Durham Pointers is committed to protecting personal information and privacy. This page is to inform website visitors about our policies for the collection, use and disclosure of personal information should you decide to use the Durham Pointers website. If you choose to use our website, then you agree to the collection and use of information in relation with this policy. The personal information that we collect is used only for providing and improving the service. We will not use or share your information with anyone else, except as described in this privacy policy.

We are committed to following the general data protection regulations and best practice.

## The personal information we collect and how we use it

If you contact us via the website, we will only use the information that you submit for the purposes of managing your enquiry and/or relationship with us.

The information that you supply will not be supplied to any third party or used for any additional marketing purposes.

The actual submission data is stored in the database of this site and is emailed directly to us as the owner of the form. This email will include the submitter's IP address, timestamp, name and email address, alongside any other information you choose to give us.

We collect this information when you get in touch with us through our contact form.

## The Durham Pointers website and use of "cookies"

The Durham Pointers website uses cookies that are essential to the way the website works and do not contain any personally identifiable information:

A "session" cookie to let the website know whether the browser supports javascript that expires when the browser is closed.

To help us improve the website, Google Analytics uses several "persistent" cookies (\_ga, \_gat, \_gid) to monitor use of the site, for example, to track which pages are visited. All tracking data, such as an IP address, is anonymised and the only purpose is for aggregate, statistical analysis. You may refuse the use of cookies by selecting the appropriate settings on your browser; however, please note that if you do this you may not be able to use the full functionality of this website. By using this website, you consent to the processing of data about you by Google in the manner and for the purposes set out above.

Our website may contain links to other organisation websites, which we are not responsible for. This privacy policy applies to Durham Pointers and visitors to linked sites should read the privacy statements on those websites.

## **How we store and protect information**

We handle personal data confidentially. We have technical, physical and organisational measures in place to keep secure the personal information we hold in our electronic and paper based systems and to minimise the risk of unauthorised access to, use or disclosure of personal information.

## **How long we keep personal information**

The length of time personal information is held varies depending on the query you send us. We will only keep personal information for as long as is necessary for its intended use.

## **What rights you have over your data**

If you have submitted information via a contact form, you can request to receive an exported file of the personal data we hold about you, including any data you have provided to us. You can also request that we erase any personal data we hold about you. This does not include any data we are obliged to keep for administrative, legal, or security purposes.

## **Complaints**

Durham Pointers tries to meet the highest standards when collecting and using personal information. However, if you want to make a complaint about the way we have processed your information, feel our collection or use of information is unfair, misleading or inappropriate, please get in touch.

[durham.pointers@gmail.com](mailto:durham.pointers@gmail.com) or via our contact form.

## **Updates or changes to this Privacy Policy**

We will review and amend this policy from time to time to ensure it remains up-to-date and accurately reflects how and why we use personal data. The current version of our Privacy Policy will always be posted on our website.