

## Website Privacy Policy

### 1. What is this Privacy Policy for?

This privacy policy is for the website [www.bcn.co.uk](http://www.bcn.co.uk) and served by BCN Group and governs the privacy of its users who choose to use it.

The policy sets out the different areas where user privacy is concerned and outlines the obligations and requirements of the users, the website and website owners. Furthermore, the way this website processes, stores and protects user data and information will also be detailed within this policy.

- Our core beliefs regarding user privacy and data protection
- User privacy and data protection are human rights
- We have a duty of care to the people within our data
- Data is a liability, it should only be collected and processed when necessary
- We loathe spam as much as you do!
- We will never sell, rent or otherwise distribute or make public your personal information.

### 2. The Website

This website and its owners take a proactive approach to user privacy and ensure the necessary steps are taken to protect the privacy of its users throughout their visiting experience. This website complies to all EU and UK national laws and requirements for user privacy. This website collects and uses personal information.

#### 2.1 Site visitation tracking

Like most websites, this site uses Google Analytics (GA) to track user interaction. We use this data to determine the number of people using our site, to better understand how they find and use our web pages and to see their journey through the website.

Although GA records data such as your geographical location, device, internet browser and operating system, none of this information personally identifies you to us. GA also records your computer's IP address which could be used to personally identify you but Google do not grant us access to this.

We consider Google to be a third-party data processor. GA makes use of cookies, details of which can be found on [Google's developer guides](#).

Disabling cookies on your internet browser will stop GA from tracking any part of your visit to pages within this website.

#### 2.2 Contact & Communication

Users contacting this website and/or its owners do so at their own discretion and provide any such personal details requested at their own risk. Your personal information is kept private and stored securely until a time it is no longer required or has no use, as detailed in the Data Protection Act 1998. Every effort has been made to ensure a safe and secure form to email submission process but advise users using such form to email processes that they do so at their own risk.

This website and its owners use any information submitted to provide you with further information about the products / services they offer or to assist you in answering any questions or queries you may have submitted. This includes using your details to subscribe you to any email newsletter program the website operates but only if this was made clear to you and your express permission was granted when submitting any form to email process. Or whereby you the consumer have previously purchased from or enquired about purchasing from the company a product or service that the email newsletter relates to. This is by no means an entire list of your user rights regarding receiving email marketing material. Your details are not passed on to any third parties.

### 2.3 Contact forms and email links

Should you choose to contact us using the contact form on our Contact us page or an email link, the data that you supply will not be stored by this website and instead the data will be collated into an email and sent to us over the Simple Mail Transfer Protocol (SMTP). Our SMTP servers are protected by SSL meaning that the email content is encrypted before being sent across the internet. The email content is then decrypted by our local computers and devices.

### 2.4 Email newsletter

If you choose to join our email newsletter, the email address that you submit to us will be forwarded to Campaign Monitor who provide us with email marketing services. We consider Campaign Monitor to be a third-party data processor. The email address that you submit will not be stored within this website's own database or in any of our internal computer systems. Campaign Monitor's terms of use can be found [here](#).

Your email address will remain within Campaign Monitor's database for as long as we continue to use Campaign Monitor's services for email marketing or until you specifically request removal from the list. You can do this by unsubscribing using the unsubscribe links contained in any email newsletters that we send you or by requesting removal via email. When requesting removal via email, please send your email to us using the email account that is subscribed to the mailing list.

If you are under 16 years of age you MUST obtain parental consent before joining our email newsletter.

While your email address remains within the Campaign Monitor database, you will receive periodic newsletter-style emails from us.

## 3. Use of Cookies

This website uses cookies to better the users experience while visiting the website. Where applicable this website uses a cookie control system allowing the user on their first visit to the website to allow or disallow the use of cookies on their computer / device. This complies with recent legislation requirements for websites to obtain explicit consent from users before leaving behind or reading files such as cookies on a user's computer / device.

Cookies are small files saved to the user's computer's hard drive that track, save and store information about the user's interactions and usage of the website. This allows the website, through its server to provide the users with a tailored experience within this website.

Users are advised that if they wish to deny the use and saving of cookies from this website on to their computers hard drive they should take necessary steps within their web browsers security settings to block all cookies from this website and its external serving vendors.

This website uses tracking software to monitor its visitors to better understand how they use it. This software is provided by Google Analytics which uses cookies to track visitor usage. The software will

save a cookie to your computer's hard drive to track and monitor your engagement and usage of the website, but will not store, save or collect personal information. You can read Google's privacy policy here for further information <https://www.google.com/privacy.html>

Other cookies may be stored to your computer's hard drive by external vendors when this website uses referral programs, sponsored links or adverts. Such cookies are used for conversion and referral tracking and typically expire after 30 days, though some may take longer. No personal information is stored, saved or collected.

#### **4. Social Media Platforms**

Communication, engagement and actions taken through external social media platforms that this website and its owners participate on are custom to the terms and conditions as well as the privacy policies held with each social media platform respectively.

Users are advised to use social media platforms wisely and communicate/engage upon them with due care and caution regarding their own privacy and personal details. This website nor its owners will ever ask for personal or sensitive information through social media platforms and encourage users wishing to discuss sensitive details to contact them through primary communication channels such as by telephone or email.

This website may use social sharing buttons which help share web content directly from web pages to the social media platform in question. Users are advised before using such social sharing buttons that they do so at their own discretion and note that the social media platform may track and save your request to share a web page respectively through your social media platform account.

##### **4.1 Shortened Links in Social Media**

This website and its owners through their social media platform accounts may share web links to relevant web pages. By default, some social media platforms shorten lengthy URLs [web addresses] (this is an example: <http://bit.ly/zyVUBo>).

Users are advised to take caution and good judgement before clicking any shortened URLs published on social media platforms by this website and its owners. Despite the best efforts to ensure only genuine URLs are published many social media platforms are prone to spam and hacking and therefore this website and its owners cannot be held liable for any damages or implications caused by visiting any shortened links.

#### **5. Relevant Legislation**

Along with our business and internal computer systems, this website is designed to comply with the following national and international legislation with regards to data protection and user privacy:

- [UK Data Protection Act 1988](#)
- [EU Data Protection Directive 1995](#)
- [EU General Data Protection Regulation 2018](#)

This site's compliance with the above legislation, all of which are stringent in nature, means that this site is likely compliant with the data protection and user privacy legislation set out by many other countries and territories as well. If you are unsure about whether this site is compliant with your own country of residences' specific data protection and user privacy legislation you should contact our data protection officer for clarification.

### 5.1 Data Breaches

We will report any unlawful data breach of this website's database or the database(s) of any of our third-party data processors to all relevant persons and authorities within 72 hours of the breach if it is apparent that personal data stored in an identifiable manner has been stolen.

### 5.2 Data Controller

The data controller of this website is: BCN Group Ltd, a UK Private Limited Company with company number: 06893253

Whose registered office is:

BCN Group Ltd, Trident 3, Trident Business Park, Styal Road, Manchester Airport, M22 5XB

### 5.3 Data Protection Officer

Lindsey Warner

Telephone: 0345 095 7000

Email: [lindsey.warner@bcn.co.uk](mailto:lindsey.warner@bcn.co.uk)

### 5.4 Changes to our Privacy Policy

This privacy policy may change from time to time in line with legislation or industry developments. We will not explicitly inform our clients or website users of these changes. Instead, we recommend that you check this page occasionally for any policy changes.