

# Website Privacy Policy

These websites, [www.urbaser.co.uk](http://www.urbaser.co.uk), [www.gardenrecyclingscheme.co.uk](http://www.gardenrecyclingscheme.co.uk) and [www.ubbgloucestershire.co.uk](http://www.ubbgloucestershire.co.uk) are operated by Urbaser Limited (Registered office: First Floor, Westmoreland House, 80-86 Bath Road, Cheltenham GL53 7JT – Company number: 03588422 – VAT No: 753 858 196) under the domain name [www.urbaser.co.uk](http://www.urbaser.co.uk) and are part of the Urbaser Group (referred to as “we”, “us”, “our”), which also includes the operating entities which are listed at [www.urbaser.es](http://www.urbaser.es).

We take your privacy very seriously and we ask that you read this privacy policy carefully as it contains important information on:

- the personal information we collect about you
- what we do with your information, and
- who your information might be shared with.

By visiting our websites you are accepting and consenting to the practices described in this policy.

## Who we are

Urbaser Ltd is a ‘data controller’ for the purposes of the Data Protection Act 1998 and the General Data Protection Regulation (as relevant). This means that we are responsible for, and control the processing of, your personal information.

## What information we collect

### Personal information provided by you

We collect personal information about you, such as your name, user name, password, address, phone number, e-mail address, financial and credit card information, personal message, when you register with us or purchase products or services from us. We also collect personal information when you contact us, send us feedback, post material to our site, complete customer surveys or participate in competitions or fill in forms on our site.

### Personal information provided by third parties

Occasionally we may receive information about you from other sources (such as credit reference agencies), which we will add to the information we already hold about you. We will use this information and the combined information for the purposes set out above (depending on the types of information we receive).

### Information we collect about you

With regard to each of your visits to our site we will automatically collect the following information:

- technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform, identifiers associated with your device, website visited last, email communications, discussions or messages submitted location information based on your settings.

## Use of cookies

Our websites use cookies to distinguish you from other users of our websites. This helps us to provide you with a good experience when you browse our websites and also allows us to improve our sites. For detailed information on the cookies we use and the purposes for which we use them see our cookie policy [www.urbaser.co.uk/cookie-policy](http://www.urbaser.co.uk/cookie-policy).

## How will we use the information about you?

We collect information about you so that we can:

- identify you and manage any accounts you hold with us;
- process your order;
- detect and prevent fraud;
- customise our websites and their content to your particular preferences;
- carry out security vetting; and
- improve our services

## Who your information might be shared with

We may disclose your personal data to:

- other companies within our group;
- law enforcement agencies in connection with any investigation to help prevent unlawful activity

## Keeping your data secure

We will use technical and organisational measures to safeguard your personal data, for example:

- access to your account is controlled by a password and user name that are unique to you;
- we store your personal data on secure servers;
- payment details are encrypted using SSL technology (typically you will see a lock icon or green address bar, or both, in your browser when we use this technology);
- at the written direction of the customer, delete personal data unless required by Applicable Law to store the personal data.

While we will use all reasonable efforts to safeguard your personal data, you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that are transferred from you or to you via the internet. If you have any particular concerns about your information, please contact us (see 'How can you contact us?' below)

## What rights do you have?

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please contact us. We may make a small charge for this service.

We want to ensure that your personal information is accurate and up to date. If any of the information that you have provided to us changes, for example if you change your email address, name or payment details, or if you wish to cancel your registration, please let us know the correct details by contacting us. You may ask us, or we may ask you, to correct information you or we think is inaccurate, and you may also ask us to remove information which is inaccurate

### **Changes to the Privacy Policy**

We may change this privacy policy from time to time. You should check this policy occasionally to ensure you are aware of the most recent version that will apply each time you access this website.

### **How to contact us**

If you wish to contact us, please send an email to [enquiries@urbaser.co.uk](mailto:enquiries@urbaser.co.uk), write to us at Urbaser Limited - First Floor, Westmoreland House, 80-86 Bath Road, Cheltenham GL53 7JT or call us on 01242 248880