

PRIVACY & COOKIES POLICY

This Privacy & Cookies Policy (the “Policy”) has been prepared to meet the requirements of the UK’s [Data Protection Act 2018](#) and [EU GDPR Regulation](#), (the “Regulation”). It relates to the collection, protection, disclosure and use of personal data belonging to individuals who visit www.remora.co.uk (our “Site”) and also refers in detail to the “Cookies” we use, what they are and their purpose. By continuing to use our Site you signify your acceptance of our Cookies Policy. If you wish subsequently to decline your acceptance of Cookies we use, we set out in Clause 4 of the Policy how you may do so.

Your privacy and security is important to us. This Policy sets out how we will treat any personal information we obtain from you and it is intended to help you understand how we deal with it and how you may remove it. By providing your personal information to us, you give your explicit consent for us to use the personal information you provide in the ways described in this Policy. If you do not agree with the terms of this Policy, please do not provide any personal details to us (reject the pop-up with cookie policy acceptance).

We will use your personal information only for the purposes set out below.

Please note that we may need to update this Policy from time to time to reflect changes in the law. We recommend that you check this page regularly to ensure that you have read the most recent version and that you are happy with any changes.

Policy last revised: 31 OCTOBER 2018.

1. INFORMATION WE MAY COLLECT FROM YOU

- 1.1 It is your choice to provide us with personal information. We will provide you with the option to select whether you would like to receive information from us or from trusted third parties by opting in (with an option of opting out receiving that information, if you choose to withdraw your consent). In some circumstances, you will not have the option to opt out, for example, when we are administering a transaction requested by you, or if we are satisfying a legal requirement.
- 1.2 It will usually be clear when personal information is being collected. Ways in which you may be providing us with personal information include, for example,
 - 1.2.1 registering on our Site;
 - 1.2.2 contacting us with an enquiry;
 - 1.2.3 completing a survey which contains your personal information; and/or
 - 1.2.4 reporting a problem.
- 1.3 The information we will collect from you includes, but is not limited to, data concerning traffic on our Site, location data, weblogs and other communication data (whether this is required for our billing purposes or otherwise) and the resources that you access.
- 1.4 By providing any personal information to us, you fully understand and clearly consent to the transfer, collection and processing of such personal information. Such as transfer, collection and processing will comply with the terms of this Policy.

2. IP ADDRESSES AND COOKIES

- 2.1 Like many other websites, we use “cookies” to help us gather and store information about visitors to our Site.
- 2.2 We may collect information about your computer, including your IP address, operating system and browser type, for system administration. This is statistical data about our Site users’ browsing actions and patterns, and does not identify you as an individual.
- 2.3 A “cookie” is a small text file which is downloaded on to your computer’s hard disk when you access certain websites. Cookies allow the website to recognise your computer. A cookie can identify the pages that are being viewed and this can assist us to select the pages that the visitor sees.
- 2.4 “Session” cookies only exist whilst visitors are online on a particular occasion. These are temporary cookies that aid your journey around the site and remember the preferences you have selected during your “session”.
- 2.5 “Persistent” cookies, which are not session-based, remain on a visitor’s computer, so that you can be recognised as a previous visitor when you next visit our Site. This allows us to collect information about your browsing habits whilst on our site, and this can be useful in assisting us to monitor and improve our services.
- 2.6 We do not store sensitive information such as account numbers or passwords in “persistent” cookies, and cookies in themselves do not contain enough information to identify you. You will only become personally identifiable in relation to your browsing habits after you have formally provided us with your personal data for the purposes outlined in Section 1.2 above.
- 2.7 In addition to using cookies, we might also use GIFs and other web tools, such as Google Analytics, to collect information about your browsing activities whilst on our site. In this respect the information that is provided is similar to the information supplied by cookies, and we use it for the same purposes.
- 2.8 Any information that we acquire about you using cookies, GIFs, or other web tools is subject to the same restrictions and conditions as any other information we collect about you, as outlined in this Policy.

3. THE COOKIES USED ON OUR SITE

- **3.1 Cookies set by Google Analytics:** _utma, _utmb, _utmc, _utmz, _ga, _gat and _gid or others within the range _utma to _utmz. Google Analytics is a web analytics service provided by Google, Inc. By default, Google Analytics sets four performance cookies in order to evaluate your use of the Site, including number of visits, duration of browsing and referring sites, and compiles reports for us on activity on the Site. All information these cookies collect is aggregated and therefore anonymous. Google stores the information collected by the cookies on 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 state that they will not associate your IP address with any other data held by Google. For more information about the way in which Google Analytics uses these cookies

please visit the following link:

<https://developers.google.com/analytics/resources/concepts/gaConceptsCookies>

- 3.3 If you wish to know all the cookies we have set and how to delete or manage them, please refer to www.allaboutcookies.org.

4. HOW TO DISABLE/ ENABLE COOKIES

- 4.1 You have the ability to accept or decline cookies by modifying the settings in your browser. For example, in Internet Explorer, you can go to Tools and Internet Options, where there is the option to change your settings to disable cookies. However, you may not be able to use all the interactive features of our site if the cookies are disabled.
- 4.2 You also have the ability to delete cookies that have been installed in the cookie folder of your browser. To do this you should search for “cookies” in your “Help” function for information on where to find your cookie folder.
- 4.3 Unless you have adjusted your browser settings so that it will refuse cookies, our system will issue cookies when you log on to our Site.
- 4.4 To prevent Google Analytics cookies being set, you may install the Google Analytics Opt-Out Browser Add-On by clicking on this link: <http://tools.google.com/dlpage/gaoptout> and following the instructions.

5. WHERE WE STORE YOUR PERSONAL DATA

- 5.1 All information you provide to us is stored on our secure servers. We have implemented generally accepted standards of technology and operational security in order to protect personally identifiable information from loss, misuse, alteration or destruction. In particular, we ensure that all appropriate confidentiality obligations and technical security measures are in place to prevent any unauthorised or unlawful disclosure or processing of such information.
- 5.2 The information that we collect from you will not be transferred to, and stored at, a destination outside the European Economic Area (“EEA”), unless the level of protection of your data will be maintained at least to the same level as if it remained in the EU. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Policy.
- 5.3 Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your personal data, we will use strict procedures and security features to try to prevent unauthorised access.

6. USES MADE OF THE INFORMATION BY US

- 6.1 We may use personal information collected from you to provide specific services that you request and to provide additional services that may be of interest. We may use your personal information in the following ways:

- 6.1.1 Legitimate interest – To ensure that content from our site is presented in the most effective manner for you and for your computer as well as there’s a limited privacy impact to you;
- 6.1.2 Contract – for transactional Purposes – To carry out our obligations arising from any contracts entered into between you and us and to respond to your queries and requests.

7. USES MADE OF THE INFORMATION BY THIRD PARTIES

- 7.1 We may only use your data, or permit selected third parties to use your data, to provide you with data about services which may be of interest to you, and we or they may contact you about these by post or e-mail if you expressed your explicit consent to us.
- 7.2 If you are an existing customer, we will only contact you by email with information about services similar to those which you have previously used.
- 7.3 If you are a new customer, and where we have data sharing agreements with selected third parties to use your data, we (or they) will contact you by electronic means only if you have consented to this.
- 7.4 If you do not want us to use your data in this way, or to pass your details on to third parties for marketing purposes, please email us at info@remora.co.uk.
- 7.5 Please note that we will not, under any circumstances, sell your personal information to anyone else.
- 7.6 Any information or statistics relating to our business that we disclose to others will not identify you personally as this information would be pseudonymised. We may, for example, perform statistical analyses of the behaviour of the users of our Site in order to measure interest in the various areas of our Site and to inform advertisers as to how many consumers have “clicked” on their advertising banners. This information, and any other general information about our users that we share with advertisers and other partners, will not contain personal information about you.

8. LINKS TO OTHER WEBSITES

This Policy only covers this Site. If you follow a link from this Site to another website, you must refer to and read the privacy statement on that other website which you visit. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

9. DISCLOSURE OF YOUR INFORMATION

- 9.1 We may disclose your personal information:
 - 9.1.1 To third parties to whom you have provided your consent in order that they will be able to prepare or send any communications to you, or to assist us in connection with any of our administrative or business functions, including, but not limited to the provision of any of our services to you

- 9.1.3 If Remora, or substantially all of its assets, are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- 9.1.4 If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our Terms of Use and other agreements; or to protect the rights, property, or safety of Remora, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

10. INTERACTIVE AREAS OF OUR SITE

- 10.1 Information that you post via social networking (including but not limited to Facebook and Twitter) is generally accessible to, and may be collected by, others and may result in unwelcome communications. For your own safety and security you should not provide information about yourself on the aforementioned areas of our Site or via social networking.
- 10.2 If you disclose any information in this way, we do not accept any responsibility or liability for any breach of privacy, loss, damage, effect on your reputation or otherwise whatsoever.

11. YOUR RIGHTS

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you, before collecting your data, if we intend to use your data for such purposes or if we intend to disclose your data to any third party for such purposes. You can exercise your right at any time to prevent such processing by writing to us at 88 Crawford Street, London W1H 2EJ.

12. ACCESS TO INFORMATION

The Regulation give you the right to access information we hold about you. If you would like to request a copy of this information, please write to us at the address below.

13. CONTACT

Questions, comments and requests regarding this Policy are welcomed and should be addressed to 88 Crawford Street, London W1H 2EJ.