



Privacy Notice



Privacy Notice

This notice sets out how we use any personal information which you provide to us or which we collect from you when you are on this site. If you have any questions about this notice or don't agree with it, please contact **dataprotection@firstark.com** before using this website.

We may change this notice from time to time by updating this page and therefore suggest that you regularly review its content.

What information do we collect?

In general, you can use this website without giving us any information, and we don't know who you are. However, please bear in mind that we may still record:

- The areas of the website that you visit.
- Information about your online computer identification (IP address), the web browser you are using, your network location, the type of connection you are using (e.g. broadband, ADSL etc).

We do this by using cookies, but we can't tell who you are. See below for more information about cookies.

What do we do with the information we collect?

The information that we collect and store relating to you is primarily used to enable us to provide our services to you. In addition, we may use the information for the following purposes:

- To provide you with information requested from us, relating to our services.
- To provide information on other services which we feel may be of interest to you, where you have consented to receive such information.
- To meet our contractual commitments to you.
- To notify you about any changes to our website, such as improvements or service changes, that may affect our service.
- If you are an existing customer, we may contact you with information about new services which are similar to those we already deliver to you.

Direct marketing / research

We would like to provide you with information about the First Ark Group, and other information which we think you may find interesting. We may send you such information by post or email unless you have asked us not to.

We don't provide your personal information to other organisations for their own marketing purposes without your explicit consent.

If at any time you do not want your information used for direct marketing purposes please contact us on **marketing@firstark.com**

Email marketing / research

We would also like to provide you with the information above by email. However, we appreciate that email “spam” is a problem!

If you are a customer of First Ark Group or you have previously asked us for information on our services, we may send you information by email, unless you have specifically asked us not to do so.

If the reason you have given us personal information is to receive email information from us, we will continue to provide this information by email unless you ask us not to do so.

In every marketing email message we send you we will give you the opportunity to update your contact details and mailing list preferences or unsubscribe from our mailings altogether.

If you decide at any time that you no longer wish to receive marketing emails from us, please either follow the unsubscribe link in one of our marketing email messages or contact us on **marketing@firstark.com**

Who do we share this information with?

Where applicable, we may disclose your personal information to any member of our group. This includes, where applicable, our subsidiaries, our holding company and its other subsidiaries (if any).

We may also disclose your personal information to third parties:

- Where we are legally required to disclose your information.
- To assist fraud protection and minimise credit risk.
- To assist in the allocation of housing / care.

Storing Your Personal Data

We will take all reasonable steps to make sure that your data is treated securely and in agreement with this Privacy Notice.

Data that is provided to us is stored on our secure servers. Details relating to any transactions entered into on our site will be encrypted to ensure its safety.

The transmission of information via the internet is not completely secure and therefore we cannot guarantee the security of data sent to us electronically and transmission of such data is therefore entirely at your own risk. Where we have given you (or where you have chosen) a password so that you can access certain parts of our site, you are responsible for keeping this password confidential.

How to get copies of or amend the information we have collected

You may request details of the personal information that we hold about you under the Data Protection Regulations. If you would like a copy of the information held about you please write to **dataprotection@firstark.com**

If you think any information we have about you is incorrect or incomplete, please write to or email us as soon as possible. We will correct or update any information as soon as possible.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Linking to other websites

Our website or marketing email messages sometimes include links to other websites which are not within our control. Once you have left our website/marketing email message, we cannot be held responsible for the content of other websites or the protection and privacy of any information which you provide to those websites. You should exercise caution and look at the privacy statement applicable to the website in question.

Cookies

We use cookies to track your use of our websites. We may use cookies to provide tailored marketing messages when you are logged into our website, if you have given us consent. Find out more about cookies, by visiting any of our websites.

Contacting Us

We welcome any queries, comments or requests you may have regarding this Privacy Notice. Please do not hesitate to contact the Data Protection Office at **dataprotection@firstark.com**



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