

VERISURE (UK) Limited Website Privacy and Cookies Policy (“Policy”)

The www.verisure.co.uk/ website and its webpages (the "**Site**") are operated by Verisure Services (UK) Limited (**Verisure**), whose Registered Office is at 598-608 Chiswick Gate Chiswick High Road, London, United Kingdom, Company Registration Number: 08840095, VAT number: 184 5504 95.

Verisure is a registered Data Controller under the terms of the Data Protection Act 1998, details of Verisure's notification to the regulator for data protection, may be found in the Information Commissioner's Office Public Register of Data Controllers at www.ico.gov.uk under registration number ZA058206.

For the purposes of this Policy, you are referred to as "You" or "Your".

The purpose of this Policy is to set out the purposes for which, and the manner in which, we may collect and use personal information that we may obtain about you. By using the Site and as a user of services provided by us on this Site, you agree to be bound by this Policy and agree to our use of your personal data as set out in the Policy. If you do not agree, you should not use the Site..

We ask that you read this Policy carefully as it contains important information about what to expect when we collect personal data about you and how we will use your personal data.

Your use of the Site is also governed by Verisure's online Terms and Conditions. Please ensure you have read and understood the Terms and Conditions in addition to this Policy.

Please note that Verisure is part of the Securitas Direct AB Group, registered company number 556222-9012 in Sweden. The Site is hosted by the Securitas Direct AB Group.

If you obtain the Services provided by Verisure on behalf of a Registered User (*as defined in the Terms and Conditions*), You will ensure that You obtain any Registered User's express consent to provide their details to Us and will bring this Policy to their attention before they commence using the Site.

1. The personal data we collect

When You register and/or use this Site, we may collect the following information:

- personal data you provide if you contact us via the Site or by email;
- personal data you provide if you purchase products and/or services on our website (including your contact details and bank account details).;
- personal data you provide if you contact us to register, subscribe or request services or products or details about them;
- personal data you provided to register for the My Pages or any other secure section of the website;
- personal data you provide when you apply for a job advertised or submit a speculative job application and/or your CV;
- personal data gathered using cookies;
- personal data you provide if you enter into a competition or promotion;
- details of your visits to our website including but not limited to traffic data, location data, weblogs and other communication data;

- information about your computer including where available your IP address, operating system and browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

2. How we use personal data collected

We may use the personal data that You provide to Us or that is obtained by us for the purposes outlined below as well as any purposes specified at the time of collection:

- to send you information you have requested;
- to fulfill orders you have placed for products and/or services and obtain payment;
- to deal with your enquiries;
- where you have submitted a job application we may for a reasonable period keep your details on file for future reference should a suitable position subsequently become available and we may send you information about job opportunities;
- to enable you to take part in a competition or other promotion you have entered with us;
- to develop, deliver and improve our products or services;
- to register You with our Site and to manage any My Pages account or other account You hold with us;
- to administer our Site;
- to give to companies and organisations whose products You purchase through the Site;
- to analyse and profile Your purchasing preferences e.g. (market, customer and product analysis) to enable us to:
 - to provide You with a personalised browsing experience when using the Site; and
 - to review, develop and improve the products and services which We offer and to enable Us to provide other customers with relevant information through Our marketing programme(s);
- to make decisions about You using computerised or automated technology, for example automatically selecting products and/or services which We think will interest You or from the information We have;
- to keep You informed of such products and services (including products and services of other companies within the Securitas AB Group and our partners) including special offers, discounts, offers, competitions and so on which We consider may be of interest to You by any of the following methods:
 - Email;
 - Telephone (including automated calls);
 - SMS text messages and other electronic messages such as picture messaging;
 - Post;
 - Or otherwise.

Please make it clear when you provide personal data to us, should you not wish to receive such information. For details on how to ask to be removed from Our mailing list(s), please refer to Section 8 of this Policy.

We may supplement the information that you provide to Us with information that We receive from third parties, for example, credit reference agencies.

3 Disclosure of personal data

We may disclose Your personal data to the following companies and organisations for the purposes described below:

- to other companies in the Securitas Direct AB group of companies (but only where they are located in the EEA) and selected third party business partners to fulfil orders for products, services or information, to respond to an enquiries (including job applications), to administer any accounts or to process personal data on our behalf to enable us to carry out our usual business practices;
- to other companies in the Securitas Direct AB group of companies [(but only where they are located in the EEA) to contact You with information about products and services which We (or members of our group) believe may be of interest to You;
- to selected third parties to contact You with information about their products and services which may be of interest to You;
- to agents who (on our behalf) profile Your data so that We may tailor the goods/services We offer to Your specific needs;
- to anyone to whom We transfer (or intend to transfer) Our rights and duties under our agreement with You; if We have a duty pursuant to the law to do so or if the law allows Us to do so;
- to sell, make ready for sale or dispose of our business in whole or in part including to any potential buyer or their advisers.

In addition, with your consent, we may pass your personal data to the credit reference agencies for the purposes of confirming your credit worthiness. These agencies record those searches. In addition to the purposes listed above, We may also share information about You and the conduct of Your account with credit reference agencies, other lenders and relevant third parties including our legal advisors and debt recovery agencies.

In order to protect Our customers and Us from fraud and theft, We may pass on information that We obtain from making identity checks and other information in Our customer records, including how You conduct your account, to other companies within the Securitas Direct AB group and to financial and other organisations involved in fraud prevention and detection, to use in the same way. Without limitation to the foregoing We may disclose any information and data relating to You to the police or any regulatory or government authority in response to any request in connection with events of fire, burglary or other emergency, as well as requests in connection with the investigation of any suspected illegal activities.

4 Cookies

New technologies are emerging on the Internet that help us to deliver customised visitor experiences. In particular, there is a technology called "cookies" which may be used by Us to provide with, for example, customised information from Our Site. By agreeing to this Privacy Policy You consent to the use of cookies by Us as described in this Privacy Policy.

A cookie is an element of data that a website can send to Your browser, which may then store it on Your system. Cookies allow Us to understand who has seen which pages and advertisements, to determine how frequently particular pages are visited and to determine the most popular areas of Our Site. Cookies may collect both personal data and non-personal data such as browser type, operating system and domain names, may be collected during visitors' use of the Site and this information may be used by Us to measure the number of visitors to the Site.

What types of Cookies do we use?

We use cookies and similar tools across Our websites to improve its performance and enhance Your user experience.

- **First party cookies:** We set these cookies and they can only be read by Us.
- **Persistent cookies:** We use persistent cookies which will be saved on Your computer for a fixed period (usually 1 year or longer). They won't be deleted when the browser is closed. We use persistent cookies to recognise Your device for more than one browsing session.
- **Session cookies:** We use session cookies which are only stored temporarily during a browsing session and will be deleted from Your device when the browser is closed.
- **Third party cookies:** We use a number of third party suppliers who also set cookies on Our website in order to deliver the services that they are providing. These cookies are known as third party cookies.

Depending on the type of cookies We use, cookies also allow Us to make our Site more user-friendly. For example, permanent cookies allow Us to save your password so that You do not have to re-enter it every time You visit our Site. Our Site may also use cookies to make sure You don't see the same content repeatedly and/or to deliver content specific to Your interests. Details and functions of the cookies used on Our Site are set out in the following table:

Session cookies		
Owner	Name	Purpose
CMS - Drupal	has_js	This cookie informs if you have javascript enabled in your browser settings. It expires when you close the browser.
Analytics Cookies		
Owner	Name	Purpose
Google	__utma, __utmb, __utmc, __utmt, __utmz, _ga, _gat, _dc_gtm	We use Google Analytics cookies in order to evaluate your use of the websites and compile reports for us on activity on the websites. You can learn about Google Analytics cookies by visiting this site: http://www.google.com/intl/en/privacypolicy.html
Optimizely	OptimizelyBuckets OptimizelyEnduserId OptimizelySegments OptimizelyPendinglogevents	The Optimizely service uses various cookies to detect user browser types and identify web browsing patterns. For further information regarding how Optimizely uses collected data: http://www.optimizely.com/privacy
Cookies used by external content providers' plug-ins		
Owner	Name	Purpose
Google	PREF, NID, HSID, APISID, SID, SSID, SAPISID, GAPS, LSID, BEAT, ULS	When creating a Google account or logging in, PREF, NID, HSID, APISID, SID, SSID, SAPISID, GAPS, LSID, BEAT and ULS cookies are stored on the computer in order to remain connected to your Google account when you visit its service again. While you are logged in and use plug-ins from other websites, such as ours, Google uses these cookies to improve your user experience. http://www.google.com/intl/en/privacypolicy.html

Disabling Cookies

If You wish, You can usually adjust your browser so that Your computer does not accept cookies:

1. Go to the heading "Manage Cookies" and click onto the option you prefer, either stopping cookies being installed, or notifying You of them;
2. From the list provided, click onto the programme which Your computer uses; if this is not shown on the list, click on the "help" heading on the bar at the top of this page, search for information on "cookies" – an explanation of how to delete cookies will appear, then follow the instructions.

Alternatively, You can adjust your browser to tell You when a website tries to put a cookie on Your computer.

How You adjust Your browser to stop it accepting cookies or to notify You of them, will depend on the type of internet browser programme Your computer uses. You can follow the appropriate instructions for Your specific browser type by clicking onto this link <http://www.aboutcookies.org/Default.aspx?page=2> (please note that this link will open a new window and will lead to an external website and that We are not responsible for the content of external websites).

How to disable Third Party Cookies

Users based in the European Union You can visit <http://www.youronlinechoices.eu/> to opt out of these third party cookies. The above website is not connected to the Verisure Site site and We are not responsible for its content. We only keep cookies for the duration of Your visit to our Site, except in the case of cookies which remember You for future visits or where You save your login name as referred to above.

Your Consent to Cookies

By agreeing to this Policy You consent to the use of cookies by Us as described in this Privacy Policy. If You wish to find out more about cookies, please click on this link www.aboutcookies.org (but please remember that We are not responsible for external websites).

Please remember, cookies do not contain confidential information such as Your home address, telephone number or credit card details. We do not exchange cookies with any third party websites or external data suppliers. If You do choose to disable cookies, You may find that certain sections of Our website do not work properly.

5 IP Address

Your browser also generates other information, including which language the Site is displayed in, and Your Internet Protocol address ("**IP address**"). An IP address is a set of numbers which is assigned to your computer during a browsing session whenever You log on to the Internet via your internet service provider or your network (if you access the Internet from, for example, a computer at work). Your IP address is automatically logged by Our servers and used to collect traffic data about visitors to Our Site. We also use your IP address to help diagnose problems with Our server, and to administer our Site. We do not use Your IP address to identify You personally.

6 Security

We will endeavor to take all reasonable steps to keep your personal data secure once it has been transferred to our systems. However, the internet is not an entirely secure medium and We cannot guarantee the security of any personal data you disclose online. You accept the inherent security risks of providing information and dealing online over the Internet.

7 General

You have the right to know what personal data we keep about you, to request such data, you should send your request to the address below and pay of a fee of £10. You also have the right to have any personal data we hold about You corrected if it is incorrect. Also, if you have a My Page account, you can amend any information about yourself which is inaccurate.

Please be aware that Our Site may link to other websites which may be accessed through our Site. We are not responsible for the data policies or procedures or the content of these linked websites.

8a How can I get my name removed from the Verisure mailing list(s)?

If You want to be removed from Our mailing list(s), please notify us by sending an email to customersupport@verisure.co.uk with the word 'remove' in the subject line, your message should state that You wish to be removed within the email. If You have initially agreed to us providing You with marketing information, You can always opt out at a later date.**8b How do I change any details stored on the Verisure Site?**

To change any of Your registered details, the following process should be followed:

- Log onto the "User Toolkit" using Your username and password; and
- Amend Your details using the 'User Details' menu option on the website.

9 Transferring personal data overseas

The personal data we collect from You is currently held within the European Economic Area ("EEA"). It is possible that in the future such personal data may be transferred, stored and/or processed outside the European Economic Area ("EEA"). By submitting Your personal data, You agree to this transfer, storing and/or processing. You should be aware that countries outside the EEA may not offer the same level of data protection as the United Kingdom, however We will take reasonable steps to ensure that Your data is treated securely and in accordance with the Data Protection Act 1998.

10 Contact Us

If You have any questions/comments about Our privacy policy, You can email us at customersupport@verisure.co.uk. You can write to our Data Protection Compliance Manager at Verisure Services (UK) Limited, Registered Office 598-608 Chiswick Gate Chiswick High Road, London, United Kingdom.

11 Changes to this Policy

We keep our Privacy policy under regular review. We may amend and update this policy from time to time. Any changes in the future will be posted on this page. This Privacy policy was last updated on 17 April 2015.