

## COOKIE POLICY

This policy explains our use of Cookies and by visiting our website and accepting our Cookies you are consenting to the practices outlined in this policy. We encourage you to read this policy carefully, as it will help you make informed decisions about how you interact and use our website.

### What are Cookies?

Cookies are small text files that are sent by a website to a web browser and contain information that is transferred to your computer's hard drive. This enables the website to identify and track the web browser. Cookies can, amongst other functions, enable a website to recognise a device each time it visits, remember users preferences and recommend content. Cookies in themselves do not identify the individual user, but rather the computer used. For further information on cookies, their uses and managing and disabling them please visit the cookies page on the [ICO's website](#). Also the following website provides information on cookies and their uses [All About Cookies](#).

### How to Manage Cookies?

Depending on the browser you use, you can change your settings to allow or disable cookies and clear out those that already exist. If you prefer not to receive cookies, you can adjust your web browser to refuse cookies or to warn you when cookies are being used but please note that this may limit the amount of functions you can use on ours and others websites ie. without cookies you could not use the Live Chat feature on websites. The following sites explain how you can manage your cookies for the most popular browsers:

Chrome: <https://support.google.com/chrome/answer/95647?hl=en>

Firefox: <https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences>

Internet Explorer: <https://support.microsoft.com/en-us/help/17442/windows-internet-explorer-delete-manage-cookies>

Microsoft Edge: <https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy>

Safari: <http://support.apple.com/kb/ph5042>

Opera: <http://help.opera.com/Windows/10.00/en/cookies.html>

### Third Party Websites

visionarch.co.uk may contain links to and from the websites of our partner networks, advertisers and other third parties. If you follow a link to any of these websites, please note that they have their own privacy policies and that visionarch.co.uk does not accept any responsibility or liability for these policies. Please make sure you check the individual site policies before submitting any data to these websites.

### HTML Links to Other Websites

We may include some hypertext (HTML) links on visionarch.co.uk that lead to websites which are not under the control of visionarch.co.uk. We make no representation or warranty concerning the content of these websites and accept no responsibility or liability in respect of the material on any website as this is not under the control of Vision Arch. These links are provided by visionarch.co.uk as a convenience to you, and the inclusion of this HTML does not imply an endorsement or relationship between visionarch.co.uk and the hyper-linked organisation or individual.



## How do we obtain this information?

The types of information we collect from you comes to us via the following means:

### *Automatic Information*

This is information that is automatically stored by us when you interact with our site. Like many other websites, we use cookies to obtain certain types of information when your browser (ie. Internet Explorer, Firefox, Safari, Google Chrome etc) accesses on visionarch.co.uk and other content served by or on behalf of visionarch.co.uk on other websites. This information includes:

- The IP address of your computer
- Email address if complete Contact Us form
- Computer and connection information, such as browser type, version and operating system
- The full URL clickstream to, through and from our website (including date and time)
- Cookies – see our section on Page 3 'What are Cookies?'
- Session information, including page response times, download errors and the length of visits to certain pages
- Page interaction information such as scrolling, clicks, and mouse-overs

### *Information from Other Sources*

This is any information received from other sources that we would use to update our account information. Examples of information we receive from other sources include:

- Updated delivery and address information from our carriers or third parties
- Customer leads from third party suppliers (which are Barbour & RIBA)

## How secure is the information we store?

Security of personal information is extremely important to us, and we take all reasonable precautions in order to protect personal information from misuse, loss, unauthorised access, modification or disclosure.

## How can you check the details we store?

If you wish to verify the details you have submitted to visionarch.co.uk you may do so by contacting us via the details given below. We will request proof of identity before we reveal information (which will be one form of photo ID and one form of other ID). Please see further details in our [Privacy Policy](#).

## Contacting Us

We are always pleased to hear from our users and we appreciate any feedback that will help us to improve visionarch.co.uk to keep you returning to our site and recommending us.

You can always contact us on the details below:

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