

Security and Privacy Policy

This legal document sets out how Your Location EPC handles data that identifies you. You should read it in conjunction with the Terms and Conditions of which this Privacy Policy forms part. You also provide us with information off-line, which is governed by separate terms and conditions and data protection policies.

At Your Location EPC, we believe strongly in protecting the privacy of our users' personal information. This statement describes the privacy practices we apply to the Your Location website. As part of that, it also expresses our approach to complying with the data protection laws that apply in the United Kingdom. If we change this Privacy Policy, we will notify you of the changed document in the same way as we notify changes to the Website Terms and Conditions.

If you have questions or concerns regarding this statement, you should contact us on our usual telephone numbers.

1. The information we collect

- **Registration Information**

When you register on the Your Location EPC, you may have to provide your name, your email address, and some optional notes about yourself ("Registration Information"). They are available to you, and capable of being changed.

- **Cookies**

We use "cookies". Our website uses cookies as follows:

- To hold visitor's login information
- To facilitate optimal use of websites by means of a temporary "session" cookie. These cookies disappear when the Member's browser session ends.
- Permanent cookies to enable you to automatically log on and direct you to content that have been highlighted to you.
- Temporary cookies are used to gather anonymous statistics. No personally identifiable information is gathered as part of this process.

- **Log files**

Like most standard web site servers we use log files. This includes internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, platform type, date/time stamp, and number of clicks to analyse trends, administer the site, track user's movement in the aggregate, and gather broad demographic information for aggregate use. IP addresses, etc. are not linked to personally identifiable information. (IP addresses are tied to personally identifiable information to enable our web-based service).

2. Sharing and use of information

We do not sell lists of our Members' email addresses to other third parties. We may pass your details to a third party if you request a product from a third party supplier through the Your location EPC site.

- **Email addresses**

We do not directly make your email address available to anyone on any screen on the Your Location EPC website.

- **Advertising**

The Your Location EPC website and their microsites may include interactive advertising for other businesses. We may use, and provide to third parties, anonymised demographic data provided by users of Your Location EPC to target this advertising more appropriately.

- **Newsletters**

We have occasional emails, which all members of Your Location EPC receive; typically these will be compliance bulletins, research if you take that and other materials relevant to your contract as a member of Your Location EPC.

- **Companies in the Your Location Group**

We may share data supplied by you (or collected about you) with our subsidiaries and other companies in our group, but only for the purposes described in this policy and Your Location EPC Website Terms and Conditions.

- **Changes to Your Location EPC businesses**

If the business of Your Location EPC are transferred to other legal entities or are acquired by a third party, we may transfer personal data we then hold to that party.

- **Place of processing**

The personal information held by us is held on and processed by computers situated in the United Kingdom.

3. Sharing information and recommendations contained in your energy performance certificate

As an energy performance certificate is a fundamental tool in helping the Government to calculate the UK's carbon emissions, the report contains recommendations of how the property can be made more energy efficient. By accepting our Privacy Policy, you agree to us passing information to third parties who can offer services in relation to these recommendations.

4. Security

We have security measures in place to protect our customer database and access to this database is under strict guidelines. However, it remains each Member's responsibility:

- to protect against unauthorised access to its website access details;
- to ensure against use by anyone else of the Your Location EPC websites and microsities through the machine that Member uses while they are logged on to the Your Location EPC websites and/or microsities;
- to log off or exit from the Your Location EPC website and/or microsities when not using it; and
- to keep his/her password secret.

5. Contacting Your Location EPC

If you have any questions about this privacy statement, the practices of this site, or your dealings with Your Location EPC, you should call our contact number. You can also call to get a copy of the personal data we hold about you or a description of that data. Please note that by English law we are entitled to charge you a small sum for providing this information. If you change any of your personal details or you want us to correct any personally identifiable information you should call our contact number and we will endeavour to make the changes you request.

6. Links to third party sites

Our site contains links to other sites. Your Location EPC is not responsible for the privacy practices, or the content, of those web sites.

7. Data Protection Information

You can obtain further information about data protection laws by visiting the Information Commissioner's website at www.ico.gov.uk.

8. Changes to this Privacy Policy

If we change our privacy policy, we will post those changes to our homepage and any other place we deem appropriate. After we have posted changes, if you use the Your Location EPC website you will be bound by the terms of change to our new privacy policy.

9. What else you should know about privacy.

Remember to close your browser when you have finished your user session. This is to ensure that others cannot access your personal information and correspondence if you share a computer with someone else or are using a computer in a public place like a library or Internet cafe. You as an individual are responsible for the security of, and access to, your own computer.

Please be aware that whenever you voluntarily disclose personal information over the Internet that this information can be collected and used by others. In short, if you post personal information in publicly accessible online forums, you may receive unsolicited messages from other parties in return. Please be careful and responsible whenever you are using the Internet.