



# PO9 Website & Cookie Policy

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## 1. Introduction

This privacy policy, together with P08 – Privacy Policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by Ebtech.

Ebtech is committed to ensuring that your privacy is protected, and should you provide certain information by which you can be identified you can be assured it will only be used in accordance with this statement.

## 2. Policy Amendments

Ebtech may change this policy annually by updating this page. This policy is effective from the date provided in the footer at the bottom of the page.

## 3. Data Collection Type

We may collect and process the following information:

- Information you provide by completing the forms on [www.ebtechenergy.co.uk/contact](http://www.ebtechenergy.co.uk/contact) or by corresponding with us by phone, email or otherwise.
- Name / Job Title / Email Address
- Technical information including internet protocol (IP Address) used to connect your device to the internet your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform.
- Information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.

## 4. What we do with the information we gather

- Internal record keeping
- Update CRM records
- We may also use your information to contact you for market research purposes. We may contact you by email, phone or letter.

## 5. How we use Cookies

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and allows us to improve our site. A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.



You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Google stores the information collected by these cookies on servers in the United States. Google may 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.

## 6. Security

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

## 7. Document Register

<u>Revision</u>	<u>Date</u>	<u>Notes</u>
01	02/01/2024	First Issue