

## **Privacy Policy**

**<http://www.proactiveassistants.co.uk>**

Effective from 18<sup>th</sup> August 2011

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### **General Information**

Proactive Assistants takes your privacy seriously. Please read the following information to learn more about our privacy practices.

- This policy covers what personally identifiable information Proactive Assistants collects and how it is treated. Personally identifiable information is information that can be used to identify visitors to the <http://www.proactiveassistants.co.uk> Web Site. This information may be limited to an IP address or extend to personally identifiable information such as your name, address, email address, or phone number.
  - This policy only applies to <http://www.proactiveassistants.co.uk> and does not extend to the practices of other Web Sites that we may link to, companies that we do not own or control, or to people that we do not employ or manage.
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### **Contact Information**

We invite you to contact us if you have questions about this privacy policy.

Our Internet address is located at <http://www.proactiveassistants.co.uk>

### **Proactive Assistants**

**12 Russell Close**

**Uttoxeter**

**Staffordshire**

**ST14 8HZ**

You may contact us by e-mail at [info@proactiveassistants.co.uk](mailto:info@proactiveassistants.co.uk)

You may contact us by phone on 0560 2052330 or 07969199325

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## **Dispute Resolution**

Proactive Assistants is committed to resolving any dispute you may have regarding our privacy policy quickly and efficiently.

Disputes will be handled under English law.

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## **Information Collection**

When visiting Web Sites certain information about you and your computer can sometimes be collected. This section explains what information Proactive Assistants collects, and how it is used.

### **Information Collected** - What information do we collect and why?

We collect the following identifiable information about our visitors:

Proactive Assistants gathers two types of information about users:

- Names and addresses and contact details of local groups, individuals and businesses are collected by means of either the on-site submission form or by the persons concerned writing to us or sending us an e-mail with the relevant information.
  - Information Proactive Assistants gathers through aggregated tracking information derived mainly by tallying page views throughout our sites. This information allows us to better tailor our content to readers' needs. Under no circumstances does Proactive Assistants divulge any information about an individual user to a third party.
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### **Information Recipients** - Who has access to the information collected?

**Proactive Assistants** are committed to protecting your privacy online. We will treat any personal information (which means data from which you can be identified, including your name, address, email address and the like) that you provide to us, or that we obtain from you, in accordance with the provisions of the Data Protection Act of 1998.

We will not disclose any information about any individual user except to comply with applicable law or valid legal process

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### **Information Retention** - How long is this information retained?

## No Identifiable Information Collected

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### **Cookies**

We may place a text file called a "cookie" in the browser files of your computer. The cookie itself does not contain Personal Information although it will enable us to relate your use of this site to information that you have specifically and knowingly provided. But the only personal information a cookie can contain is information you supply yourself. A cookie can't read data off your hard disk or read cookie files created by other sites. Proactive Assistants uses cookies to track user traffic patterns (as described above).

You can refuse cookies by turning them off in your browser. If you've set your browser to warn you before accepting cookies, you will receive the warning message with each cookie. You do not need to have cookies turned on to use this site.

### **YOUR CONSENT**

By using this site, you consent to the collection and use of this information by Proactive Assistants. If we decide to change our privacy policy, we will post those changes on this page so that you are always aware of what information we collect, how we use it, and under what circumstances we disclose it.