



LIVEDIN PRIVACY AND COOKIE POLICY

At Livedin, we are committed to maintaining the trust and confidence of our clients, business partners, visitors to our web site and subscribers to our mailing list. Here you'll find information on how we treat data that we collect from business communication, visitors to our website, or when someone subscribes to our mailing list.

Who we are

When we use 'we' we mean Livedin, a trading name of Ruris (UK) LTD. We can be contacted at St Mary's Mill, Chalford, Gloucestershire, GL6 8NX (our business address), telephone 01453 887186 or via email on info@livedincustombuild.co.uk.

Information we collect and how we use it

We use your personal data for the purposes of fulfilling our contract with you, or because you have made an enquiry or asked us to do something for you. For example, this could be coming to see a property/site or providing you with a quote or fee schedule. When we say 'personal data' we mean identifiable information about you.

This information may include but is not exhaustive:

- Your name
- Your email address
- Your telephone number
- Your address
- Your company name(if applicable)
- Your project information
- Email and other communications and so on

In relation to a contract we have with you we only **share** your personal data to other people/organisations who have a direct (legitimate) relevance/ interest in your project. For example when we obtain quotes on your behalf, e.g. for a civil engineer, ecological consultant or an M&E consultant quote. These organisations will all have their own policies on how they deal with personal data.

As part of the registration process for our mailing list, we collect personal information. We use that information for a couple of reasons: to give you updates about Livedin; to contact you if we need to obtain or provide additional information;

to check our records are right and to check every now and then that you're happy and satisfied.

We use a third party provider, MailChimp, to deliver our mail outs. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. For more information, please see [MailChimp's privacy notice](#). All email newsletters contain instructions to unsubscribe from the mailing list. You can also contact us at info@livedincustombuild.co.uk to remove your email address from our mailing list at any time. We will never sell or share your personal information to any persons or organisations except when required by law for the investigation of illegal or criminal activities, the exercise of legal rights or in defence against any legal claims, or otherwise.

Web Sites

This privacy notice does not cover the links within our website linking to other websites. Those sites are not governed by this Privacy Policy, and if you have questions about how a site uses your information, you'll need to check that site's privacy statement.

How we protect your information

We are committed to ensuring that your identifiable and non-identifiable personal information is secure. Additionally, we are not responsible for any breach of security or actions undertaken by any third parties that receive the information.

Cookies and how we use them

A cookie is a small file sent to your browser from a Web server to be stored on your computer. A cookie cannot give access to your computer or any information stored on your computer. We use cookies to allow the Site to respond to you as an individual by gathering and remembering information about your preferences when using the Site so when you next visit the Site your preferences for using the Site are already set.

Cookies may also be used to personalise the content you view on the Site. Most web browsers automatically accept cookies, but you can modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website. To view more information regarding cookie settings please visit:

- For Microsoft Internet Explorer: <https://privacy.microsoft.com/en-gb/privacystatement#maincookiessimilartechologiesmodule>
- For Google Chrome: <http://www.google.com/support/chrome/bin/answer.py?answer=95647>
- For Mozilla Firefox: <http://support.mozilla.com/en-US/kb/Enabling%20and%20disabling%20cookies>
- For Apple Safari 5: <http://docs.info.apple.com/article.html?path=Safari/5.0/en/9277.html>

Online Advertising we use

We use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. We use Google AdWords Remarketing to advertise our company across the Internet. AdWords remarketing will display relevant ads tailored to you based on what parts of this website you have viewed by placing a cookie on your machine. THIS COOKIE DOES NOT IN ANYWAY IDENTIFY YOU OR GIVE ACCESS TO YOUR COMPUTER. The cookie is used to say “This person visited this page, so show them ads relating to that page”. Google AdWords Remarketing allows us to tailor our marketing to better suit your needs and only display ads that are relevant to you.

If you do not wish to participate in our Google AdWords Remarketing, you can opt out by visiting [Google’s Ads Preferences Manager](#). You can also opt out of any third-party vendor’s use of cookies by visiting www.networkadvertising.org/choices/

We also use another third party service, Facebook Pixel, to help us target our Facebook advertising to those that are most likely to be interested. As well as Facebook advertising we use Facebook for posting news and updates. Facebook Pixel collect standard internet log information and details of user behaviour patterns. To view more information on Facebooks privacy policy see <https://www.facebook.com/policy.php>

Ownership of data

We retain all rights of ownership on our software, code, databases, designs and any other internally developed application to provide the Site and the Service. You retain all rights of your data posted on the Site.

How we store data

We use external vendors and hosting companies to provide the software, hardware, storage, networking and other necessary technology required to provide the service. If we have a current contract, or have had in the past, or you have asked us to undertake work for you, we are required to keep your data, your data will be stored for a period of up to twenty years in our main system and will then be archived.

Controlling your personal information

We make every effort to give you access to your personal information, to allow you to correct any inaccuracies, or to remove your personal information at your request provided it is not required for genuine business purposes or by law to be retained.

We require you to identify yourself and the information you request to access, remove, modify or correct before commencing such requests. We may refuse requests

that are of unreasonable technical effort or would be highly unfeasible, endanger the privacy of others, or require access that is not normally necessary. When we provide access to your personal information for the purposes of modification, correction or removal, we do so free of charge except where doing so requires an unreasonable effort.

To request access, correction or removal of your personal information, please email info@livedincustombuild.co.uk. We will aim to fulfil your request without delay, our aim is within 7 business days upon receipt of your request, and will be at the latest within one month of the request being received.

Updates and changes to the privacy policy

We keep our privacy notice under regular review. This privacy notice was last updated on 17th May 2018.