

# Privacy statement

## Privacy Policy

This Privacy Policy has applies solely to the online information and collection practices of the Harlowsave Credit Union website located at <http://www.harlowsave.coop>.

Users of this website may be concerned about the information they provide to us and how we treat that information. This privacy policy has been developed to address those concerns. Your use of this website indicates that you have read and accept our privacy practices as outlined in this Privacy Policy.

### Collected Information

When you visit the Harlowsave Credit Union website, you may provide us with two types of information: (1) personal information that you knowingly choose to disclose, which is collected on an individual basis and (2) general user information that does not contain personally identifiable information, which is collected on an aggregate basis as you browse the website. In some cases, if you choose not to provide us with the requested information, you may not be able to access all of our website's contents and services. □□ Personally identifiable you choose to provide:

We may ask for certain personal information from you for the purpose of providing to you content and/or services that you request. You may provide us with details about yourself so that we can send you information about our products and services, and subscribe to our email newsletter. You may be asked to disclose personal information to us so that we can provide assistance and information to you. For example, we may collect personal information from you (such as an e-mail address, system information and problem descriptions) in order to provide online technical support and troubleshooting. □□ Non-personally identifiable information we collect:

Cookies/web server logs: as with other similar websites, our website uses standard technology called 'cookies' and web server logs to collect information about how our webs site is used.

Cookies are a feature of web browser software that allows web servers to recognise the computer used to access a website. Cookies are small pieces of data that are stored by a user's web browser on the user's hard drive. Information gathered through cookies and web server logs may include the date and time of visits, the pages viewed, time spent at our website and the websites visited just before and just after our website. This information is collected on an aggregate basis. None of this information is associated with you as an individual. You can, of course, disable cookies on your computer by indicating this in the preference or options menus in your browser. Most browsers allow you to reject all cookies, whilst some browsers allow you to reject just third party cookies. For example, in Internet Explorer you can refuse all cookies by clicking "Tools", "Internet Options", "Privacy", and selecting "Block all cookies" using the sliding selector. Blocking all cookies will, however, have a negative impact upon the usability of many websites, including this one.

## How we use your Information

We would like to use this personal data to provide you with information about our products and services. If you do not wish to receive this information, please contact us in writing to one of the methods given in the 'How to contact us' section below.

## Links to Third Party Sites

This website contains links to third party sites. Please be aware that we are not responsible for the privacy practices of any third party sites. Please also be aware that the privacy policies of other websites may differ significantly from the privacy policy of this website. We encourage you to read the privacy statement of each website that collects personally identifiable information.

## Changes to our Policies

From time to time, we may change our privacy policies. Any changes will not affect the choices you have made about any information you gave us before that change. All changes will be reflected in

our Privacy Policy.

## Complaints

If you have any questions or comments, please contact us in writing or by telephone through one of the methods given in the 'How to contact us' section below. We are committed to working to resolve quickly and fairly, any complaints you may have about privacy.

## Security

Harlowsave Credit Union will take all reasonable steps to maintain the security of the personally identifiable information that we collect. However, no system and no data transmission over the internet can be guaranteed to be completely secure. Accordingly we cannot ensure or warrant the security of any information you provide us and do so at your own risk.

We may provide access to your personally identifiable information when legally required to do so, to cooperate with police investigations or other legal proceedings, to limit our liability to protect our rights, or to protect the rights and safety of the public. In those instances, the information is provided only for that limited purpose.

## How to Contact Us

At any time you may ask us to:

- Provide you with a copy of your information
- Remove your information from our records
- Correct or update any of your information

Unless exceptional circumstances apply, Harlowsave Credit Union will not charge individuals for processing any request or complaints.

Harlowsave Credit Union  
The Central Library,  
First floor (lift available)  
Harlow  
CM20 1HA

Telephone: 01279 451234