

Privacy and Cookies

Data protection & privacy policy

Thank you for taking the time to visit our website. We respect each person's privacy and this policy will advise you how we collect and use the personal information that you supply us with. By submitting your data to us, it is implied that you have given us your permission to use your data under the terms of this policy.

Why we need your details:

We collect and use your personal details, which can include telephone numbers, address and e-mail, so that we can process one of the following:

- Reply to any requests for information that you ask us for
- Clarify any particular query
- Resolve any problems with services that we may supply to you
- Supply details of any product or service we believe may meet your needs
- Cross check any information that we receive with that held on our database
- How we receive the information: the information that we hold may be supplied by you directly to us by telephone, office visit or e-mail. We may also have information that has been supplied to us by one of our business partners for marketing purposes.

Who has access to this information?

Your details will be kept by us until such time as you ask for them to be removed or we decide that, in absence of any response, they should be removed. Your details will not be sold or otherwise disposed of to any third party except where we are legally obliged to do so or where we believe that such action will protect our interests and/or the security of any staff

How Secure are your details?

When you register your details, we will take all reasonable steps to keep these details secure and free from unauthorised access by use of technology and internal systems which will be updated as new technology becomes available and is appropriate to our systems.

Google Analytics

This website uses Google Analytics, a web analytics service provided by Google, Inc. (“Google”). Google Analytics uses “cookies”, which are text files placed on your computer, to help the website analyze how users use the site. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. Google may also 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. Google will not associate your IP address with any other data held by Google. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this website. By using this website, you consent to the processing of data about you by Google in the manner and for the purposes set out above.

Third Party Sites

Third party internet sites that you can link through to from our website will not be covered by our Privacy Policy and we accept no responsibility or liability for any actions that these sites may perform. We advise that you should check the policy of each site that you visit.

Removing or changing your information

If you wish to change the information that we hold for you, please contact us via the ‘Contact Us’ page on our website www.jbsv.co.uk.

If you wish to have your information removed from our database either permanently or temporarily, please advise us. Your information will be removed as soon as is practically possible.

Making a complaint about the way in which your data is stored or used: In the unlikely event that you have a complaint about the way in which your details are used or stored by us, please contact John Bell via the ‘Contact Us’ page on our website www.jbsv.co.uk or write to him at:

The Corner House, Tuttington Road
Aylsham
Norwich NR11 6TA

If you simply have a query about any aspect of this policy or wish to have any part of it clarified, please contact John Bell.

Cookies

What are cookies?

A cookie is a small piece of data sent to a user's web browser when they visit a website. It is used by the website to store useful information about the visitor, such as user preferences, and whether the user is logged in or not.

How do we use cookies?

We use cookies to help tailor your user experience and provide optimal levels of service. This website may use three types of cookie:

1) Preferences Cookie

When you visit our website, we display a courtesy message to let you know that we use cookies on our site. When you close this message, we use a cookie to remember your decision.

2) Analytics Cookie

Google Analytics provides us with anonymous browsing information, enabling us to give the best possible user experience on our website. This data includes geographical regions of our visitors, which pages on our site are the most popular, which websites are referring visitors to our site, and whether you are browsing from a mobile device or a PC.

3) Authentication Cookie

Authentication cookies are used to remember whether a user is logged in or not, and which account they are logged in under.

How to amend your cookie settings

Web browsers allow some control of most cookies through their browser settings. More information about cookies, including how to see what cookies have been set and how to manage and delete them, can be found at <http://www.allaboutcookies.org/>