

# Privacy Policy

K and M Car Sales Ltd. are committed to protecting and respecting your privacy.

This policy (together with our Terms of Use and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

For the purpose of the Data Protection Act 1998 (the Act), the data controller is **K and M Car Sales Limited of Unit 2c, Westbridge Industrial Estate, Tavistock, PL19 8DE.**

## Information we collect from you

We will collect and process the following data about you:

### Information you give us.

This is information about you that you give us by filling in forms on <https://www.sales@kandmcarsales.co.uk> (our site) or by corresponding with us by phone, e-mail or otherwise. It includes information you provide when you register to use our site, subscribe to our service, search for a product, place an order on our site, participate in discussion boards or other social media functions on our site, enter a competition, promotion or survey, and when you report a problem with our site. The information you give us may include your name, address, e-mail address and phone number, financial and credit card information, personal description and photograph, date of birth, employment details, and address history.

### Information we collect about you.

With regard to each of your visits to our site we will automatically collect the following information:

technical information, including the Internet protocol (IP) address used to connect your computer 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), products you viewed or searched for, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), methods used to browse away from the page, and any phone number used to call our customer service number.

### Information we receive from other sources.

This is information we receive about you if you use any of the other websites we operate or the other services we provide. In this case we will have informed you when we collected that data if we intend to share those data internally and combine it with data collected on this site. We will also have told you for what purpose we will share and combine your data. We are working closely with third parties (including, for example, business partners, sub-contractors in technical, payment and delivery services, advertising networks, analytics providers, search information providers, credit reference agencies). We will notify you when we receive information about you from them and the purposes for which we intend to use that information.

## 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 also allows

us to improve our site. For detailed information on the cookies we use and the purposes for which we use them see our Cookie Policy.

### Uses made of the information

We use information held about you in the following ways:

#### Information you give to us.

We will use this information:

1. to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us;
2. to provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about;
3. to provide you with information about goods or services we feel may interest you. We will only contact you by electronic means (email or SMS) if you have consented to this. You may withdraw your consent at any time by contacting us directly at

**Unit 2c, Westbridge Industrial Estate, Tavistock, PL19 8DE**

or [sales@kandmcarsales.co.uk](mailto:sales@kandmcarsales.co.uk).

4. to notify you about changes to our service;
5. to ensure that content from our site is presented in the most effective manner for you and for your device.

#### Information we collect about you.

We will use this information:

1. to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
2. to improve our site to ensure that content is presented in the most effective manner for you and for your device;
3. to allow you to participate in interactive features of our service, when you choose to do so;
4. as part of our efforts to keep our site safe and secure;
5. to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you;
6. to make suggestions and recommendations to you and other users of our site about goods or services that may interest you or them.

**Information we receive from other sources.** We will combine this information with information you give to us and information we collect about you. We will use this information and the combined information for the purposes set out above (depending on the types of information we receive).

### Disclosure of your information

We may share your personal information with:

Any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.

Selected third parties including:

1. analytics and search engine providers that assist us in the improvement and optimisation of our site;

2. credit reference agencies for the purpose of assessing your credit score where this is a condition of us or any of our business partners, suppliers and sub-contractors entering into a contract with you; finance brokers and lenders for the purpose of providing requested finance.

We will disclose your personal information to third parties:

1. In the event that we sell or buy any business or assets, in which case we will disclose your personal data to the prospective seller or buyer of such business or assets.
2. If K and M Car Sales Ltd. or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
3. If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our Terms of Use or terms and conditions of supply (available from K and M Car Sales Ltd.) and other agreements; or to protect the rights, property, or safety of K and M Car Sales Ltd., our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

We will not disclose your personal information to third parties to enable them to contact you for marketing purposes unless we have your consent to do so.

#### Where we store your personal data

All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted using SSL technology. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA") by one of our suppliers. It may also be processed by staff operating outside the EEA who work for one of our suppliers. This includes staff engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. K and M Car Sales Ltd., will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

#### For how long do we retain your personal data?

Unless required to do so by law (e.g. for the purposes of preventing fraud or tax evasion), we do not retain personal data no longer than is necessary for the purposes for which we originally collected it. Ordinarily, this will be for a period of 7 years if you have purchased a vehicle or services or obtained finance through us, or 6 months if you have not. If you have not objected to our providing you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about, or if you have given and not withdrawn your consent for us to use your personal data for other marketing purposes, we will retain the data for as long as we need it for those purposes.

We regularly review the personal data we hold, and delete anything we no longer need. Information that does not need to be accessed regularly, but which still needs to be retained, is safely archived or put offline.

## Your rights

You have the right to ask us not to process your personal data for marketing purposes. We will ask your consent (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes.

You can exercise your right to prevent such processing by not checking certain boxes on the forms we use to collect your data. You also have the right to have inaccurate or incomplete data corrected and, in some cases (such as where it is no longer necessary for us to retain the data for the purposes for which it was originally collected/processed, where we need your consent and you have withdrawn such consent, or where you object to the processing and there is no overriding legitimate interest for us to continue with it) to have your personal data removed from our systems.

Where you have provided your personal data to us and our processing is carried out by automated means based on your consent or for the performance of a contract, you may ask us to provide you with the data in a structured, commonly used and machine readable form or, if this is technically feasible with our systems, to transmit the data directly to another organisation. Machine readable means that the information is structured so that software can extract specific elements of the data.

Unless the decision is necessary for entering into or for the performance of a contract between us, is authorised by law (e.g. for the purposes of preventing fraud or tax evasion) or you have given your explicit consent for us to do so, you have the right to ask us not to subject you to any decision which produces a legal effect or a similarly significant effect on you on the basis of automated processing.

You can exercise any of the above rights at any time by contacting us at **Unit 2c, Westbridge Industrial Estate, Tavistock, PL19 8DE** or [sales@kandmcarsales.co.uk](mailto:sales@kandmcarsales.co.uk). Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

## Access to information

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. We will not charge you for providing you with details of the information we hold about you unless your request is manifestly unfounded or excessive, particularly if it is repetitive, when we will charge you a reasonable fee, based on the administrative cost of providing the information. We may also charge a reasonable fee to comply with multiple requests for further copies of the same information.

## Changes to our privacy policy

Any changes we make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or change to our privacy policy.

## Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to **Unit 2c, Westbridge Industrial Estate, Tavistock, PL19 8DE** or [sales@kandmcarsales.co.uk](mailto:sales@kandmcarsales.co.uk)

## Complaints

If you have any complaints about how we process your personal data, please contact us at **Unit 2c, Westbridge Industrial Estate, Tavistock, PL19 8DE** or [sales@kandmcarsales.co.uk](mailto:sales@kandmcarsales.co.uk) and we will do our best to resolve them.

If you remain dissatisfied, you may contact the Information Commissioner's Office by writing to it at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, telephoning 0303 123 1113 or 01625 545745, sending a fax to 01625 524510, or by completing the online email message form at <https://ico.org.uk/global/contact-us/email/> or the online complaints form at <https://ico.org.uk/concerns/handling/>.

# Terms of Use

PLEASE READ THESE TERMS OF USE CAREFULLY BEFORE USING THIS SITE.

What's in these terms?

These terms tell you the rules for using our website <https://www.kandmcarsales.co.uk> (our site), including to reserve a vehicle and/or book a test drive. You are responsible for ensuring that all persons who access our site through your internet connection are aware of, and comply with these terms of use and other applicable terms and conditions.

We amend these terms from time to time. Every time you wish to use our site, please check these terms to ensure you understand the terms that apply at that time. These terms were most recently updated on **1st August 2018**.

Our site is made available free of charge. We do not guarantee that it, or any content on it, will always be available or be uninterrupted. We may update and change our site from time to time to reflect changes to our products, our users' needs and our business priorities, and we may suspend or withdraw or restrict the availability of all or any part of it at any time for business or operational reasons.

**Please note that these terms do not apply to any contract for the purchase of the vehicle itself, or to any contract for the provision of financial credit.**

Click on the links below to go straight to more information on each area:

Who we are and how to contact us

<https://www.kandmcarsales.co.uk> is a site operated by K and M Car Sales Ltd. We are registered for VAT and our VAT number is GB276970552.

To contact us, please email [sales@kandmcarsales.co.uk](mailto:sales@kandmcarsales.co.uk) or telephone our customer service line on 01822 616565 or write to us at **Unit 2c, Westbridge Industrial Estate, Tavistock, PL19 8DE**.

By using our site you accept these terms

By using our site to locate or reserve a vehicle or obtain finance quotes, you confirm that you accept these terms of use and that you agree to comply with them. They apply to the exclusion of any other terms that you seek to impose or incorporate, or which are implied by trade, custom, practice or course of dealing.

If you do not agree to these terms, you must not use our site.

These terms apply to any contract which may be concluded between us for the reservation and/or test drive of a vehicle you have found on this site. They are intended to represent the entire agreement between you and us in relation to its subject matter. If you are a business customer these terms constitute the entire agreement between us in relation to your purchase, and you acknowledge that you have not relied on any statement, promise, representation, assurance or warranty made or given by or on behalf of us which are not set out in these terms. If you are a consumer and believe you have relied on any statement, promise or representation or assurance or warranty that is not set out in these terms, please contact us to clarify the position.

We recommend that you print a copy of these terms for future reference.

## There are other terms that may apply to you

These terms of use refer to the following additional terms, which also apply to your use of our site:

1. Our terms and conditions of sale (available from K and M Car Sales Ltd.), which set out the terms of any contract for the purchase of a vehicle.
2. Our Privacy Policy, which sets out the terms on which we process any personal data we collect from you, or that you provide to us. By using our site, you consent to such processing and you warrant that all data provided by you is accurate.
3. Our Cookie Policy, which gives you information about the cookies on our site.

## Do not rely on information on this site

1. The content on our site is provided for general information only. It is not intended to amount to advice on which you should rely. You must obtain professional or specialist advice before taking, or refraining from, any action on the basis of the content on our site.
2. Although we make reasonable efforts to update the information on our site, we make no representations, warranties or guarantees, whether express or implied that the content on our site is accurate, complete or up to date.
3. Any descriptions or illustrations on our site are for illustrative purposes only, and are published for the sole purpose of giving an approximate idea of the vehicles described in them. They will not form part of any contract or have any contractual force. We have made every effort to display the colours accurately, but we cannot guarantee that a device's display of the colours accurately reflects the colour of the vehicles.
4. Any part exchange valuations obtained on this site are only estimates, based on the information you have submitted. The actual valuation will be agreed after we have appraised the part exchange vehicle.
5. Any finance quotes obtained on this site are illustrative examples, based on the vehicle and the numbers you have submitted. Your application for finance will be processed by the finance company, not by us, and will take into account your personal credit rating so the actual finance quote may be different.
6. We reserve the right to amend the specification of any vehicle described on this site if required to do so by any applicable statutory or regulatory requirement, to implement minor technical adjustments and improvements, or if the amendment will not materially affect its nature or quality.

## Our site is only for users in the UK

Our site is directed to people residing in the United Kingdom. We do not represent that content available on or through our site is appropriate for use or available in other locations. You may use this site to reserve a vehicle or test drive from an address outside the United Kingdom, but we do not deliver vehicles outside the United Kingdom, and any test drives must take place at the address in the United Kingdom which we specify. Finance quotes are not applicable to persons residing outside the United Kingdom.

## Reserving a vehicle or booking a test drive

Each reservation or booking (Order) is an offer by you to pay our charges for reserving the vehicle until, or booking a test drive on, the agreed date, subject to these terms.

It is your responsibility to ensure that the terms of the Order are complete and accurate.

You must pay the reservation or booking fee quoted on our site at the time you submit the Order, by PayPal or by using any of the following debit or credit cards: Visa or

Mastercard. We will take your payment upon acceptance of the Order, and send you an invoice. An administration fee may be levied for any failed or cancelled payments.

You must co-operate with us in all matters relating to the Order, and provide us with such information as we may reasonably require fulfilling the Order, and ensuring that such information is complete and accurate in all material respects, and you hold a full UK driving licence on the date booked for the test drive.

**If we are unable to reserve the vehicle or offer you a test drive on the specified date, we will inform you of this and we will not process your order.** This might be because the vehicle has already been sold, because of unexpected limits on our resources which we could not reasonably plan for, because a credit reference we have obtained for you does not meet our minimum requirements, because we have identified an error in the price or description of the vehicle or because we are unable to meet an agreed deadline. **If you have already paid for the Order, we will refund you the full amount paid.**

If, despite our best efforts, the fee quoted on our site for the Order on the date you place the Order is incorrect and the correct price is less than the price stated on our site, we will charge the lower amount. If the correct price for the Services is higher than the price stated on our site, we will contact you as soon as possible to inform you of this error and we will give you the option of confirming the Order at the correct price or cancelling the Order. We will not process the Order until we have your instructions. If we are unable to contact you using the contact details you provided during the order process, we will treat the order as cancelled and notify you in writing. However, if we mistakenly accept and process your order where a pricing error is obvious and unmistakable and could reasonably have been recognised by you as a mispricing, we may cancel the Order and refund you any sums you have paid.

We will use all reasonable endeavours to meet any dates specified in the Confirmation, but any such dates are not guaranteed and, whilst we will use all reasonable endeavours to notify you in advance if we are unable to ensure a vehicle is available for a test drive on the specified date and to agree a mutually convenient alternative date, you will have no rights or remedies against us if we fail to ensure a vehicle is so available.

If you fail to pay the amount due when placing the Order or to provide us with any required information, or if we are not satisfied you hold a full UK driving licence and are legally fit to drive the vehicle on the date booked for the test drive, we will be entitled to cancel the Order and require you to rearrange an alternative date for the test drive. In these circumstances, you will not be entitled to a refund of any reservation or booking fee paid, and may be required to reimburse us on written demand for any costs or losses we sustain or incur arising directly or indirectly from failure.

If you wish to make a change to a date you have booked for a test drive, please contact us as soon as possible to book an alternative date. We may not be able to guarantee that the vehicle will still be available.

The reservation/booking fee is only a good faith deposit, and placing an Order does not guarantee we will not sell the vehicle to another customer before the reservation period has expired or before the date booked for your test drive. However, if we do so, we will, of course, refund the reservation/booking fee in full.

If you subsequently agree to purchase the vehicle, we may agree to credit the reservation/booking fee against the purchase price.



## Canceling your reservation or booking and obtaining a refund

If you are a consumer and the reservation or booking date is at least 14 days after you received the Confirmation, you have a legal right under the Consumer Contracts Regulations 2013 to change your mind within 14 days of receiving the Confirmation and receive a refund. **However, if you cancel a reservation after the date of the Confirmation, we will only refund that part of the reservation fee which the period between the date we receive your cancellation and the end of the reservation period bears to the total period between the date of the Confirmation and the end of the reservation period. Due to the work which will be required to prepare the vehicle for a test drive, there is no right to any refund if you cancel a test drive booking less than 14 days before the booking date. There is, of course, no right to cancel and receive any refund after you have inspected and/or test driven the vehicle, even if the 14-day period is still running.**

To cancel the Order, please email, phone 01822 616565 or contact us at Unit 2c, Westbridge Industrial Estate, Tavistock, PL19 8DE.

Alternatively, you may telephone, email or write to us as described under "Who we are and how to contact us" above. If you are emailing us or writing to us, please include details of the Order to help us to identify it and your name and address. If you contact us to cancel by email or by post, then your cancellation is effective from the date you send the email or post the letter to us. For example, you will have given us notice in time as long as you get your letter into the last post on the last day of the cancellation period or email us before midnight on that day.

If you cancel the Order and are entitled to a refund of all or any part of the reservation fee you have paid, we will make the refund by the same method as you used for payment, as soon as possible and in any event within 14 days of your telling us you have changed your mind.

## Events outside our control

We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under the Contract that is caused by any act or event beyond our reasonable control (**Event Outside Our Control**).

If an Event Outside Our Control takes place that affects the performance of our obligations under the Contract, we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. We will arrange a new date for the test drive after the Event Outside Our Control is over. Provided we do this we will not be liable for delays caused by the event, but if the Event Outside Our Control has continued, or seems likely to continue, for more than 30 days, you may contact us to cancel the Order and receive a refund of any reservation or booking fee you have paid.

## How you may use material on our site

We are the owner or the licensee of all intellectual property rights in our site, and in the material published on it. Those works are protected by copyright laws and treaties around the world. All such rights are reserved.

You may print off one copy, and may download extracts, of any page(s) from our site for your personal use and you may draw the attention of others within your organisation to content posted on our site.

You must not modify the paper or digital copies of any materials you have printed off or downloaded in any way, and you must not use any illustrations, photographs, video or audio sequences or any graphics separately from any accompanying text.

Our status (and that of any identified contributors) as the authors of content on our site must always be acknowledged.

You must not use any part of the content on our site for commercial purposes without obtaining a licence to do so from us or our licensors.

You print off, copy or download any part of our site in breach of these terms of use, your right to use our site will cease immediately and you must, at our option, return or destroy any copies of the materials you have made.

#### **We are not responsible for websites we link to**

Where our site contains links to other sites and resources provided by third parties, these links are provided for your information only. Such links should not be interpreted as approval by us of those linked websites or information you may obtain from them.

We have no control over the contents of those sites or resources.

#### **Our responsibility for loss or damage suffered by you**

##### **Whether you are a consumer or a business user:**

1. We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors and for fraud or fraudulent misrepresentation.
2. Different limitations and exclusions of liability will apply to liability arising as a result of the supply of any products to you, which will be set out in our Terms and conditions.
3. Nothing in these terms limits or affects the exclusions and limitations set out in our Terms and Conditions of Sale (available from K and M Car Sales Ltd).
4. This section will survive the termination of any contract between us.

##### **Only if you are a business user:**

1. We exclude all implied conditions, warranties, representations or other terms that may apply to our site or any content on it. Any representation, condition or warranty which might be implied or incorporated into these terms by statute, including without limitation the terms which might be implied in any contract for the sale of a vehicle by sections 3 to 5 of the Supply of Goods and Services Act 1982, by common law or otherwise are, to the fullest extent permitted by law, excluded from any contract between us.
2. We will not be liable to you for any loss or damage, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, even if foreseeable, arising under or in connection with use of, or inability to use, our site or use of or reliance on any content displayed on our site.
3. In particular, we will not be liable for loss of profits, sales, business, or revenue; business interruption; loss of anticipated savings; loss of business opportunity, goodwill or reputation; or any indirect or consequential loss or damage.
4. Subject to the previous paragraphs of this section, our total liability to you arising under or in connection with any contract between us, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, will be limited to the total amount payable by you under the contract.

**We are not responsible for viruses and you must not introduce them**

We do not guarantee that our site will be secure or free from bugs or viruses.

You are responsible for configuring your information technology, computer programmes and platform to access our site. You should use your own virus protection software.

You must not misuse our site by knowingly introducing viruses, trojans, worms, logic bombs or other material that is malicious or technologically harmful. You must not attempt to gain unauthorised access to our site, the server on which our site is stored or any server, computer or database connected to our site. You must not attack our site via a denial-of-service attack or a distributed denial-of service attack. By breaching this provision, you would commit a criminal offence under the Computer Misuse Act 1990. We will report any such breach to the relevant law enforcement authorities and we will co-operate with those authorities by disclosing your identity to them. In the event of such a breach, your right to use our site will cease immediately.

### Rules about linking to our site

You may link to our home page, provided you do so in a way that is fair and legal and does not damage our reputation or take advantage of it.

You must not establish a link in such a way as to suggest any form of association, approval or endorsement on our part where none exists.

You must not establish a link to our site in any website that is not owned by you.

Our site must not be framed on any other site, nor may you create a link to any part of our site other than the home page.

We reserve the right to withdraw linking permission without notice.

If you wish to link to or make any use of content on our site other than that set out above, please contact [sales@kandmcarsales.co.uk](mailto:sales@kandmcarsales.co.uk)

### General provisions

**Assignment and transfer:** We may assign or transfer our rights and obligations under the Contract to another entity but will always notify you in writing or by posting on this webpage if this happens. You may only assign or transfer your rights or your obligations under the Contract to another person if we agree in writing.

**Waiver:** If we do not insist that you perform any of your obligations under the Contract, or if we do not enforce our rights against you, or if we delay in doing so, that will not mean that we have waived our rights against you or that you do not have to comply with those obligations. If we do waive any rights, we will only do so in writing, and that will not mean that we will automatically waive any right related to any later default by you.

**Severance:** Each paragraph of these Terms operates separately. If any court or relevant authority decides that any of them is unlawful or unenforceable, the remaining paragraphs will remain in full force and effect.

**Third party rights:** The Contract is between you and us. No other person has any rights to enforce any of its terms.

**Complaints:** If a problem arises or you are dissatisfied with the Services, we have a comprehensive complaints policy (available from K and M Car Sales Ltd.).

**Alternative dispute resolution:** Alternative dispute resolution is a process where an independent body considers the facts of a dispute and seeks to resolve it, without you having to go to court. If you are a consumer and are not happy with how we have handled any complaint, you may want to contact the alternative dispute resolution provider we use. You can submit a complaint to Trading Standards. You can find your local branch via

their website. In addition, please note that disputes may be submitted for online resolution to the European Commission Online Dispute Resolution platform.

**Which country's laws apply to any disputes?**

If you are a consumer, please note that these terms of use, their subject matter and their formation, are governed by English law. You and we both agree that the courts of England and Wales will have exclusive jurisdiction except that, if you are a resident of Northern Ireland you may also bring proceedings in Northern Ireland and, if you are resident of Scotland, you may also bring proceedings in Scotland.

If you are a business, these terms of use, their subject matter and their formation (and any non-contractual disputes or claims) are governed by English law. We both agree to the exclusive jurisdiction of the courts of England and Wales.

# Cookie Policy

To make this site work properly, we sometimes place small data files called cookies on your device. Most big websites do this too.

## What are cookies?

A cookie is a small text file that a website saves on your computer or mobile device when you visit the site. It enables the website to remember your actions and preferences (such as login, language, font size and other display preferences) over a period of time, so you don't have to keep re-entering them whenever you come back to the site or browse from one page to another.

## How do we use cookies?

A number of our pages use cookies to:

- **Protect your privacy.** We use cookies to make sure that only authenticated devices are allowed to view your data. We do this by storing a token that is unique to you on your device. This token will only be present if you have authorised the device, either by following a link in an email / SMS, or by entering your details directly into the site. Enabling these cookies is required for the use of this service. Without these cookies we are unable to identify you and therefore protect your privacy. As such, without these cookies we will not allow any personal data to be viewed.
- **Enhance website performance.** We use cookies to ensure our websites run smoothly and perform efficiently. These cookies do not contain personal information. Enabling these cookies is required for the use of this service. Without these cookies we are unable to provide full website functionality.

- **Third-party cookies**

In addition to our own cookies, we may also use various cookies from third-parties to report anonymous usage statistics and/or provide functionality enhancements.

## How to control cookies

You can control and/or delete cookies as you wish – for details, see [aboutcookies.org](http://aboutcookies.org). You can delete all cookies that are already on your computer and you can set most browsers to prevent them from being placed. If you do this, however, you may have to manually adjust some preferences every time you visit a site and some services and functionality may not work.