



PRIVACY AND DATA PROTECTION POLICY

Millichamp and Hall is strongly committed to protecting the privacy of users. As you browse our website and whenever you communicate with us, we collect information. It deepens our understanding of what works and what doesn't, which helps make our communications more effective. The more information we have, the more efficiently we are able to operate. We take protecting your privacy very seriously and will always take all reasonable steps within our power to make sure your information is safe.

Please read this policy carefully, and any other documents referred to in this policy, to understand how we collect, use and store your personal information.

By providing us with your personal information, you consent to the collection and use of any information you provide in accordance with this privacy policy. We may update this policy from time to time without notice to you, so please check it regularly, particularly if you are sending personal information to us. If you have any questions please write to us at info@millichampandhall.co.uk.

CHANGES TO THIS POLICY

We may amend or update this policy at any time to take account of any changes to data protection law or other legislation. When further updates to the policy are made they will be posted on this page, but rest assured we won't ever make any other changes to the way we use your data without asking you first.

WHY WE COLLECT INFORMATION

We collect information every time you interact with us. The type and quantity of information we collect and how we use it depends on why you are providing it. We collect two kinds of information from visitors to our website:

1. **non-personal information** such as IP address (the location of the computer on the internet), pages accessed and files downloaded. This helps us to determine how many individuals use our sites, how many people visit on a regular basis, which pages are most popular, and which pages are least popular. This information doesn't tell us anything about who you are or where you live, it simply allows us to monitor and improve our service.

2. **personal information** such as name, postal address, telephone number, credit card details, and e-mail address. We collect this information only in connection with specific activities, such as requesting sponsorship, signing up to our newsletter, or purchasing goods via our store. The information is needed to fulfil your request. You don't have to disclose any of this information to browse our website. However, if you do choose to withhold requested information, we may not be able to provide you with certain services.

USAGE OF INFORMATION

Any personal data relating to you will be used and recorded by us in accordance with current data protection legislation and this Privacy Policy. We will use the information you provide to:

- record any contact we have with you;
- fulfil requests for our products and services; or
- provide you with updates from Millichamp and Hall that we think may be of interest to you, as explained below.

As well as using personal information to fulfil requests, we also like to keep our friends and customers informed about our products, promotions and competitions, or about updates to our site. We will only contact you when you choose to opt into our correspondence or sign up to our friendly M&H newsletter.

If you do agree to receive this information, and later decide that you no longer wish to be contacted, you can let us know by e-mailing: info@millichampandhall.co.uk. When contacting you by email, you will also have the option to decline to receive further information from us in that manner.

WHO WE SHARE YOUR DATA WITH

We do not sell or share personal details to third parties for the purposes of marketing.

In other cases we will not disclose any of your personal data except in accordance with this policy, or when we have your permission, or under special circumstances, such as when we believe in good faith that the law requires it or to protect the rights, property and safety of Millichamp and Hall, or others. This includes disclosing your details if required to the police, regulatory bodies or legal advisors.

HOW WE COLLECT INFORMATION

1. MAILCHIMP

Millichamp and Hall utilise Mailchimp to (i) collect information from customers requesting our online communications and (ii) deliver all email correspondence. MailChimp has an annually certified agreement to EU/US and Swiss Safe Harbor Frameworks since 2007. For more information on their Privacy Policy, please visit <https://mailchimp.com/legal/privacy>.

2. JOTFORM

Millichamp and Hall collect data using the Jotform online form builder. All JotForm standalone form links and embed codes are secure (SSL) by default, and we give all users the option to encrypt their data. JotForm also adheres to strict European data protection laws by allowing users to store their data on secure German servers if they choose. For more information on their Privacy Policy, please visit <https://www.jotform.com/privacy>.

3. ONLINE E-COMMERCE

Millichamp and Hall utilise the Volusion e-commerce platform, who are certified as a PCI-DSS service provider. The Volusion platform is audited annually by a third-party qualified security assessor for compliance with PCI-DSS. They comply with the EU-U.S. Privacy Shield Framework. For more information on their Privacy Policy, please visit <https://www.volusion.com/privacy-policy>.

HOW WE KEEP YOUR DATA SAFE

We aim to ensure that there are appropriate physical, technical and managerial controls in place to protect your personal details.

Our website may from time to time contain links to third party websites. If you follow a link to any of these websites, please note that these websites will 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.

Despite all of our precautions however, no data transmission over the internet can be guaranteed to be 100% secure. So, whilst we strive to protect your personal information, we cannot guarantee the security of any information which you disclose to us and so wish to draw your attention that you do so at your own risk.

LINKS

Our sites contain links to other sites. We cannot be responsible for the privacy policies and practices of other websites even if you access them using links from our websites and recommend that you check the policy of each site you visit. In addition, if you linked to our website from a third party website, we cannot be responsible for the privacy policies and practices of the owners or operators of that third party site and recommend that you check the policy of that third party site and contact its owner or operator if you have any concerns or questions.

USE OF COOKIES

Like many websites, Millichamp and Hall uses cookies in order to provide you with a more personalised web service. In simple terms a cookie is a small piece of information sent from our website to your computer to help us to identify you quickly. If you prefer not to accept a cookie, you can navigate around our sites like a normal user. Any information gathered by the use of cookies is compiled on an aggregate, anonymous basis.

Cookies are pieces of information that a website transfers to your hard drive to store and sometimes track information about you. Most web browsers automatically accept cookies, but if you prefer, you should be able to change your browser to prevent that. You should read the information that came with your browser software to see how you can set up your browser to notify you when you receive a cookie, this should then give you the opportunity to decide whether to accept it. However, you may not be able to take full advantage of a website if you do so. Cookies are specific to the server that created them and cannot be accessed by other servers, which means they cannot be used to track your movements around the web.

Cookies can be used for a variety of purposes, such as providing personalised pages, but at present, we use them only to work out how many people visit our sites. Further information about cookies can be found at the Interactive Advertising Bureau's website www.allaboutcookies.org.

FURTHER INFORMATION

The laws that dictate how your personal information can be used are:

- The Data Protection Act 1998
- The Privacy and Electronic Communications Regulations 2003

YOUR ACCEPTANCE OF THESE RIGHTS

By using our site you consent to the collection and use of information by Millichamp and Hall in accordance with our Privacy Policy. If you do not agree to this Policy, please do not use our website.

YOUR RIGHTS

Any information submitted via our website is treated in accordance with the Data Protection Act 1998. To find out more about your entitlements under this legislation, visit the Information Commissioner's website: www.gov.uk/data-protection. If you have any questions relating to this Privacy Policy, please write to:

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This document was last updated May 2018.