



Privacy Policy

Updated 2021



Statement

Refernet (a service provided by Viccari Wheele Ltd - Registered in England and Wales, company number 03592560), whose office address is 38 Holland Road, Hove, East Sussex BN3 1JL (“we”) are committed to protecting and respecting your privacy.

This policy (together with our terms of use “TERMS OF USE” and any other documents referred to on it) explains our data processing practices and your options regarding the ways in which your personal data is used. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

By entering our site (as defined below), using or downloading information you consent to the collection, use and transfer of your information under the terms of this policy.

Information new may collect from you

We may collect and process the following data about you:

Information that you provide by filling in forms on our site www.refernet.co.uk (our site). This includes information provided at the time of, subscribing to our services including receiving news, downloading brochures and information posted on our site, or requesting further services. We may also ask you for information in connection with or participation in any promotions or competitions sponsored, promoted or offered by us and/or any third party and information you provide when giving us feedback or completing profile forms and when you report a problem with our site or information we learn from your use of our service and your visits to our site.

If you contact us, we may keep a record of that correspondence.

Details of your visits to our site including, but not limited to, traffic data, location data, purchase information, weblogs and other communication data, whether this is required for our own billing purposes or otherwise and the resources that you access.

IP addresses and cookies

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our site and to deliver a better and more personalised service.

They enable us:

- To estimate our audience size and usage pattern.
- To store information about your preferences and purchases, and so allow us to customise our site according to your individual interests.
- To recognise you when you return to our site.

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our site.

Where we store your personal data

The data that we collect from you is held on a UK datacenter, all data is processed in the UK and no data is sent outside the UK. By submitting your personal data, you agree to this storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Where we have given you (or where you have chosen) a username, login or password which enables you to access certain parts of our site, you are responsible for keeping this information confidential. We ask you not to share a username, login or password with anyone.

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.

Uses made of the information

We use information held about you in the following ways:

- To ensure that content from our site is presented in the most effective manner for you and for your computer.
- To provide you with information, services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.
- To carry out our obligations arising from any contracts entered into between you and us. To allow you to participate in interactive features of our service, when you choose to do so.
- To contact you for your views on our services and to notify you about changes or developments to our service.

We do not share any data with third parties.