

# Privacy & Cookie Policy

## What information do we collect?

We collect information from you when you register on our site, subscribe to our newsletter or fill out a form.

When ordering or registering on our site, as appropriate, you may be asked to enter your: name, e-mail address, mailing address or phone number. You may, however, visit our site anonymously.

## What do we use your information for?

Any of the information we collect from you may be used in one of the following ways:

; To send periodic emails

*The email address you provide for order processing, may be used to send you information and updates pertaining to your order, in addition to receiving occasional company news, updates, related product or service information, etc.*

Note: If at any time you would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email.

## How do we protect your information?

We implement a variety of security measures to maintain the safety of your personal information when you enter, submit, or access your personal information.

## Do we use cookies?

Yes (Cookies are small files that a site or its service provider transfers to your computers hard drive through your Web browser (if you allow) that enables the sites or service providers systems to recognize your browser and capture and remember certain information

We use cookies to understand and save your preferences for future visits and compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future.

By using our website and agreeing to this policy, you consent to our use of cookies in accordance with the terms of this policy

### *About cookies*

A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.

Cookies can be used by web servers to identify and track users as they navigate different pages on a website and identify users returning to a website.

Cookies may be either "persistent" cookies or "session" cookies.

A persistent cookie consists of a text file sent by a web server to a web browser, which will be stored by the browser and will remain valid until its set expiry date (unless deleted by the user before the expiry date).

A session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.

We use both "persistent" cookies and "session" cookies on this website

When you use our website, you may also be sent third party cookies.

We use Google Analytic to analyse the use of this website. Google Analytics generates statistical and other information about website use by means of cookies, which are stored on users' computers. The information generated relating to our website is used to create reports about the use of the website. Google will store this information. Google's privacy policy is available at:

<http://www.google.com/privacypolicy.html>

They may use the information they obtain from your use of their cookies:

- (a) to track your browser across multiple websites;
- (b) to build a profile of your web surfing; and
- (c) to target advertisements which may be of particular interest to you.

#### *Cookies and personal information*

Cookies do not contain any information that personally identifies you, but personal information that we store about you may be linked, by us, to the information stored in and obtained from cookies.

#### *Blocking cookies*

Most browsers allow you to refuse to accept cookies. For example:

- (a) in Internet Explorer (version 9) you can block cookies using the cookie handling override settings available by clicking "Tools", "Internet Options", "Privacy" and then "Advanced";
- (b) in Firefox (version 16) you can block all cookies by clicking "Tools", "Options", "Privacy", selecting "Use custom settings for history" from the drop-down menu, and unticking "Accept cookies from sites"; and
- (c) in Chrome (version 23), you can block all cookies by accessing the "Customise and control" menu, and clicking "Settings", "Show advanced settings" and "Content settings", and then selecting "Block sites from setting any data" under the "Cookies" heading.

Blocking all cookies will, however, have a negative impact upon the usability of many websites.

#### *Deleting cookies*

You can also delete cookies already stored on your computer. For example:

- (a) in Internet Explorer (version 9), you must manually delete cookie files (you can find instructions for doing so at <http://support.microsoft.com/kb/278835>);
- (b) in Firefox (version 16), you can delete cookies by clicking "Tools", "Options", "Privacy" and then "Show Cookies", and then clicking "Remove All Cookies"; and
- (c) in Chrome (version 23), you can delete all cookies by accessing the "Customise and control" menu, and clicking "Settings", "Show advanced settings" and "Clear browsing data", and then selecting "Delete cookies and other site and plug-in data" before clicking "Clear browsing data".

Again, doing this may have a negative impact on the usability of many websites.

### **Do we disclose any information to outside parties?**

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

### **Online Privacy Policy Only**

This online privacy policy applies only to information collected through our website and not to information collected offline.

### **Your Consent**

By using our site, you consent to our websites privacy policy.

### **Changes to our Privacy Policy**

If we decide to change our privacy policy, we will update the Privacy Policy modification date below.

This policy was last modified on 19/11/13

### **Contacting Us**

If there are any questions regarding this privacy policy you may contact us using the information below.

Hanover House Dental Clinic

203 High Street, Tonbridge, Kent, TN9 1BW

Email: [reception@hanoverhousedental.co.uk](mailto:reception@hanoverhousedental.co.uk)