

Date Reviewed - 6th December 2018

Ref: PL/0012/ST

Cookies Policy

We hope that you enjoy using our site. We've prepared this **Cookie Policy** to help you better understand and to feel more confident about how we use **cookies** on our site located at www.thamesairandwatertech.com. We have tried to keep this document as short as we legally can. However, the full text wording is important and legally binding.

Please read the following carefully to understand our views and practices regarding cookies and how we use them when you visit our site.

For convenience, we have divided our data protection policies into three separate pages:

- 1. Our **Privacy Policy**
You can find our privacy policy which explains generally how we collect, use, store, and protect your personal information.
- 2. Our **Cookie Policy**
This policy explains more about how we may collect personal information about you via cookies (it also explains what cookies are).
- 3. Our **Retention Policy**
You can find out how long we may hold onto your personal information.

If you have any questions please do not hesitate to contact us at enquiries@thamesairandwatertech.com or, if you prefer to call or write to us, then you can find our contact details at the bottom of this page.

WHO WE ARE

We are TA&WT UK Ltd. We are registered in England & Wales as a limited liability company. Our **registered number is 09667354** and our registered office is at **24 Oakwood, Flackwell Heath, High Wycombe, Buckinghamshire, HP10 9DW**.

WHAT IS A COOKIE

We use various technologies on our site to collect information that helps us improve your online experience. We refer to these technologies which include cookies, collectively as "cookies". **This Cookie Policy** explains the different types of cookies used on our site and how you can control them.

A **cookie** is a small file of letters and numbers that we store on your browser or the hard drive of your device. **Cookies** are widely used throughout the Internet in order to make sites or other online services work or to be better or more efficient. They can do this because sites and other online services can read and write to the cookies stored on your device, enabling them to recognise you and remember important information that will make your use of them more convenience, for example, by remembering your preferences, username, or showing you pages that you seemed to have a particular interest in.

If you consent to us storing **cookies** on your computer or other electronic device then you agree that we can store and access cookies as described in this policy.

HOW YOU CONSENT TO US PLACING COOKIES

When you visit our site you should see a pop-up at the bottom of your screen directing you to this Cookie Policy and our Privacy Policy.

By clicking or selecting the “**I Agree**” button that appears in the pop-up then you are demonstrating to us that you are freely giving us informed and specific consent for us to place cookies on your device for the purposes specified in this Cookie Policy and you are accepting and consenting to the practices described. If you do not click or select the “I Agree” button that appears in the pop-up then we will not place cookies on your device. The duration of each cookie that we may place on your computer can be found in our Retention Policy.

If you do not see a pop-up at the bottom of your screen then you may have already accepted our **Cookie Policy** and our **Privacy Policy**. You may also be using a pop-up blocker or similar tools that may prevent this policy from being brought to your attention. Please ensure that any pop-up blockers are disabled when you use our site. If you're unsure then scroll down to the bottom of this page where we explain how you can manage your cookies.

WHAT DO YOU USE COOKIES FOR?

Our site uses cookies to distinguish you from other users of our site and to save and retain certain parameters about you and your usage of our site. This helps us to provide you with a good experience when you browse our site and also allows us to improve our site.

There are three different categories of cookies that we may use on our site:

Essential cookies: These are cookies that are essential for the operation of our site. They include, for example, cookies that enable you to log into secure areas of our site or make use of e-billing services. We also use cookies to prevent fraudulent use of your login credentials. These cookies are essential for using our site and, therefore, if disabled can severely affect your use of our site.

Analytical/performance cookies: Performance cookies allow us to recognise and count the number of visitors and to see how visitors move around our site when they are using it. This helps us to improve the way our site works, for example, by ensuring that users are finding what they are looking for easily. These cookies also allow us to see overall patterns of usage on our site and help us record any difficulties you may have with our site.

Functionality cookies: In some circumstances we may use functionality cookies. These are used to recognise you when you return to our site or provide enhanced and more personalised features, for example, to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).

If you would like more information about cookies and how you can manage the settings on your computer, you can visit <http://www.allaboutcookies.org/manage-cookies/>.

COOKIES WE USE

You can find more information about the individual cookies we use on our site and the purposes for which we use them in the table below:

Cookie Name	Purpose and Content
[Example Cookie 1]	Type Analytics/performance cookie Purpose Used to distinguish users and sessions when they connect to our site Content Randomly generated number Provider Google Analytics
[Example Cookie 2]	Type Analytics/performance cookie Purpose Used to determine new sessions/visits Content Randomly generated number Provider Lead Forensics

Providers

- **Google Analytics**

The cookies used by Google Analytics are used to collect information about how you use our site. We use this information to compile reports and to help us improve our site. The cookie collects information in an anonymous form, including the number of visitors to our site, where visitors have come to the site from and the pages that they visited. You can read more about Google's overview of privacy and safeguarding your data at <https://support.google.com/analytics/answer/6004245>.

- **Lead Forensics**

The cookies used by Lead Forensics, are used to inform us about site visitors and where appropriate identify otherwise anonymous users and turn them into actionable leads lawfully in-line with GDPR. You can read more about Lead Forensics, privacy and cookie policy at <https://www.leadforensics.com/privacy-and-cookies/>.

- **Third Parties**

Please note that third parties (including, for example, web traffic analysis services such as Google Analytics) may also use cookies, over which we have no control.

HOW DO I CONTROL COOKIES?

You can block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site. You may also delete any cookies stored on your computer at any time. You can find out more about changing cookie settings on your computer by visiting <http://www.allaboutcookies.org/manage-cookies/>.

HOW LONG IS COOKIE INFORMATION STORED?

Different cookies may be stored for different periods of time. In many cases these cookies are updated automatically each time you visit our site or may expire and be deleted by your computer automatically. It is

important to understand that when a cookie is placed on your computer it will reside on your hard drive until it expires and is deleted or it may reside on your hard drive until you manually delete it – this entirely depends on your individual browser settings and we do not have control over this.

The duration of each cookie that we may place on your computer can be found in our Retention Policy. Please remember that you can delete or change the way in which you store cookies on your computer at any time.

CHANGES TO OUR COOKIE POLICY

We may need to change this Cookie Policy if it's necessary for legal reasons or to reflect changes to our services or the purpose for which we use cookies. In any case, the provisions of this **Cookie Policy** may be changed without prejudice to your rights. When we change our **Cookie Policy** we will make the updated Cookie Policy available on our site and we will also update the "Last Updated" date at the top of this page.

Any changes to our **Cookie Policy** will come into effect 30 days after we post it on our site. During that period you're welcome to contact us if you have questions about the changes. If you have an account for our site then we may reset your login and seek new consent if there is a change in the purpose for which we may use cookies.

MORE ABOUT YOUR PRIVACY

Please also check out our Privacy Policy, which gives more information about how we protect your privacy.

CONTACT US

This Cookie Policy was prepared with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of how cookies may be used to collect and/or process your personal information. However, we are happy to provide additional information or explanation needed.

If you have any questions, comments or requests regarding our Cookie Policy then please do not hesitate to get in touch with us. To make things easier for both of us we would appreciate it if your queries were addressed to:

Privacy Office
Thames Air & Water Tech Ltd
24 Oakwood
Flackwell Heath
High Wycombe
Buckinghamshire
HP10 9DW
United Kingdom

- or Email: enquiries@thamesairandwatertech.com.
- or Telephone: +44 (0)800 410 1103

COMPLAINTS

If you are not satisfied with the way that we have handled any of your requests or queries relating to our use of your personal data then you can contact the Information Commissioner's Office at www.ico.org.uk. The Information Commissioner's Office is the statutory body responsible for overseeing data protection legislation and law in the United Kingdom.