

HIGHLAND COMFORT PRIVACY POLICY – SEPTEMBER 2022

This policy explains how your personal information will be treated when you access our website.

What information do we collect?

We do not collect any personal identifying information without your knowledge when you visit our site. If you wish to use our call back service, we will collect certain information such as your name and telephone number. We will collect further information if you contact us with comments or specific requests.

How do we use your information?

The personal identifying information is used to call you back as requested by you. The cookies information is used to help us understand more about how our website is used and to improve our site.

We will not supply your name and address to any third party without your consent except where required to do so by law.

Google Analytics

When someone visits <http://www.highlandcomfort.co.uk> we employ a third party service (Google Analytics) to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is processed in a way which does not identify anyone.

Cookies

This site uses cookies – these are small text files that are placed on your machine to help the site provide a better user experience. In general, cookies are used to retain user preferences, store information for things like shopping carts and provide anonymised tracking data to third party applications like Google Analytics. As a rule, cookies will make your browsing experience better. However, you may prefer to disable cookies on this site and on others. The most effective way to do this is to disable cookies in your browser. We suggest consulting the Help section of your browser or taking a look at the About Cookies website which offers guidance for all modern browsers

Safeguard of Information

We regularly review our security standards and procedures to help prevent unauthorised access to personal information, improper use or disclosure, unauthorised modification and unlawful destruction or accidental loss.

Access to your personal information

You have the right to request a copy of the personal information we hold about you and to have any inaccuracies corrected. Please contact us at bookings@highlandcomfort.co.uk

This Policy was last reviewed September 2022