



SAHELIYA PRIVACY AND COOKIE POLICY

Saheliya is committed to protecting your privacy when you use our services or website. In this policy, we explain how and why we collect your information, what we do with it and what controls you have over our use of it.

From time to time, we add or change functions, features or products to our Web Site or add or change Services. This, and our commitment to protecting the privacy of your personal information, may result in periodic changes to this Privacy Policy. As a result, please remember to refer back to this Privacy Policy regularly to review any amendments. We will also endeavour to e-mail you an updated copy if you have **'opted in'** to receipt of e-mail communications from us.

Your privacy is of the greatest importance to Saheliya and we will never release your personal information to any outside company for mailing or marketing purposes. By using this site or any of our Services accessed through it, you agree to the content of this Privacy Policy.

Before you proceed with navigating around our website, if you have any queries relating to this Privacy policy, or do not understand it, please contact:

Alison Davis, CEO or Samina Diggpal, HR & Compliance Manager by email or call 0131-556-9302 between 9am – 5.00pm (GMT) Mon-Fri. Calls might be recorded for quality monitoring and/or training purposes.

WHAT DATA DO WE COLLECT AND WHY DO WE USE IT?

Saheliya collects and processes information about you in order to:

Provide the products, services or information that you have requested, wish to buy or use.

You may be asked, either when you register with us, or at other times, for information about yourself; such as your name, e-mail address, postal address and telephone number.

You are under no obligation to provide this information, but if you do not then we may not be able to provide you with certain services or personalise your experience and tailor our Services for you.

We may disclose your personal information to regulatory authorities to comply with a law or legal request, to address security, fraud or technical matters or to protect ours and your rights or interests.

LOG FILES / I.P. ADDRESSES

When you visit our Web Site, we automatically log your IP address (the unique address that identifies your computer on the internet) which is automatically recognised by our web server. We may use IP addresses to help us administer our Web Site and to collect broad



demographic information for aggregate use. We do not link IP addresses to personally identifiable information.

NON PERSONAL INFORMATION

We may automatically collect non-personal information about you such as the type of internet browser you use or the site from which you linked to our Web Site. You cannot be identified from this information and it is only used to assist us in providing an effective service on our Web Site.

COOKIES

To make full use of the online shopping and personalised features on our website your computer, tablet or mobile phone needs to accept Cookies, as we can only provide you with certain personalised features of our Website by using Cookies.

We use cookies for the following reasons:

- (i) To identify who you are and to access your account information;
- (ii) To estimate our audience size and patterns;
- (iii) To ensure that you are not asked to register twice; ;
- (iv) To track navigation around our Web Site in order to improve its usability.

Cookies are small text files containing information sent by a web server to a web browser, and stored on your computer, tablet or mobile phone when you visit certain web pages. The information is then sent back to the server each time the browser requests a page from the server. This enables the web server to identify and track the web browser.

“Session cookies” keep track of you while you navigate our website, and will be deleted from your computer when you close your browser. “Persistent cookies” enable our website to recognise you when you visit, and they remain stored on your computer until deleted, or until they reach a specified expiry date. We use both “session” and “persistent” cookies on our Website. Find out more about cookies here: <https://www.aboutcookies.org/>

Cookies do not store sensitive information (for example; your name, address or payment details); they simply hold the 'key' which, once you have logged in to a Website, is associated with this information.

However, if you prefer to restrict, block or delete Cookies from our website, or any other website, you can use your browser to do this. Each browser is different, so check the 'Help' menu of your particular browser (or your mobile phone's manual) to learn how to change your Cookie preferences. Most browsers allow you to reject all cookies, whilst some browsers allow you to reject just third party cookies. Blocking all cookies can a negative impact upon the usability of many websites, including our website.



To learn more about the Cookies on your device set by other companies, and opt out of them if you wish, please see the Network Advertising Initiative website. Find out more here: www.networkadvertising.org/choices/

WITH WHOM IS THE INFORMATION SHARED?

Saheliya will not share, sell or rent your personal information to third parties, other than in the case if Saheliya has to work in partnership with other agencies to provide services. However, we may disclose your personal information to third party suppliers who provide services on our behalf and if you have opted in and/or given consent for this.

INFORMATION ABOUT PRODUCTS AND SERVICES

It is very important to us that we provide you with the highest level of service. In order to help us do this, from time to time Saheliya may send you details of our products and services that we think may be of interest to you. You may have previously '**opted in**' to receiving information from us. If at any time you do not wish to receive further details or communication from us, please e-mail us at info@saheliya.co.uk or click on the unsubscribe link in any of our emails.

SECURITY

Saheliya places a great importance on the security of all information associated with our customers. We have appropriate security measures in place to protect against the loss, misuse and alteration of customer data under our control. For example, only authorised personnel have access to user information that is protected by strong passwords together with up-to-date firewalls and anti-virus software.

COMMENTS / SUBJECT ACCESS REQUESTS

Saheliya tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the EU General Data Protection Regulation. If we do hold information about you we will:

- (i) Give you a description of it;
- (ii) Tell you why we are holding it;
- (iii) Tell you who it could be disclosed to; and
- (iv) Let you have a copy of the information in an intelligible form.

Please e-mail or write any questions, concerns or comments you have about our Privacy Policy to:



E-Mail: gdprinfosah@saheliya.co.uk

Address: Saheliya
125 McDonald Road
Edinburgh
EH7 4NW

COMPLAINTS

We are committed to ensuring that your personal data is processed lawfully, fairly and securely. If you have any questions or concerns about the way in which we process your data please contact us at the address above and we will attempt to resolve any issues you have. If you remain unsatisfied you can contact the **Information Commissioner's Office** at:-

45 Melville Street
Edinburgh
EH3 7HL

Tel: 0131-244-9001

www.ico.org.uk