
WEBSITE PRIVACY POLICY

BACKGROUND:

This website www.acorn-properties.com (“Our Site”) uses Cookies and similar technologies in order to distinguish you from other users. By using Cookies, We are able to provide you with a better experience and to improve Our Site by better understanding how you use it. Please read this Cookie Policy carefully and ensure that you understand it. Your acceptance of Our Cookie Policy is deemed to occur if you continue using Our Site **OR** when you press the ACCEPT button on Our Cookie POP UP. If you do not agree to Our Cookie Policy, please stop using Our Site immediately.

1. Definitions and Interpretation

1.1 In this Cookie Policy, unless the context otherwise requires, the following expressions have the following meanings:

“ Cookie ”	means a small file placed on your computer or device by Our Site when you visit certain parts of Our Site and/or when you use certain features of Our Site;
“ Cookie Law ”	means the relevant parts of the Privacy and Electronic Communications (EC Directive) Regulations 2003 [and of EU Regulation 2016/679 General Data Protection Regulation (“GDPR”)];
“ personal data ”	means any and all data that relates to an identifiable person who can be directly or indirectly identified from that data, as defined by [the Data Protection Act 1998] OR [EU Regulation 2016/679 General Data Protection Regulation (“GDPR”)]; and
“ We/Us/Our ”	means ACORN PROPERTY MANAGEMENT SERVICES LIMITED a limited company registered in England under company number 3791159 whose registered address is 32 PADWELL ROAD SOUTHAMPTON SO14 6QZ

2. Information About Us

- 2.1 Our Site is owned and operated by ACORN PROPERTY MANAGEMENT SERVICES LIMITED a limited company registered in England under company number 3791159 whose registered address is 32 PADWELL ROAD SOUTHAMPTON SO14 6QZ. Our VAT number is 314854165.
- 2.2 Our Data Protection Officer is and can be contacted by email at INFO@ACORN-PROPERTIES.COM by telephone on 01252 842795 or by post at HIGH STREET HARTLEY WINTNEY HOOK HAMPSHIRE RG27 8NW.
- 2.3 We are regulated by The Property Ombudsman

2.4 We are a member of Training for Professionals. Guild of Letting and Management

3. **How Does Our Site Use Cookies?**

What's a cookie?

- A "cookie" is a piece of information that is stored on your computer's hard drive and which records how you move your way around a website so that, when you revisit that website, it can present tailored options based on the information stored about your last visit. Cookies can also be used to analyse traffic and for advertising and marketing purposes.

- Cookies are used by nearly all websites and do not harm your system. If you want to check or change what types of cookies you accept, this can usually be altered within your browser settings. You can block cookies at any time 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.

How do we use cookies?

- We use cookies to track your use of our website. This enables us to understand how you use the site and track any patterns with regards how you are using our website. This helps us to develop and improve our website as well as products and / or services in response to what you might need or want.

- Cookies are either:

- Session cookies: these are only stored on your computer during your web session and are automatically deleted when you close your browser – they usually store an anonymous session ID allowing you to browse a website without having to log in to each page but they do not collect any personal data from your computer; or

- Persistent cookies: a persistent cookie is stored as a file on your computer and it remains there when you close your web browser. The cookie can be read by the website that created it when you visit that website again. We use persistent cookies for Google Analytics.

- Cookies can also be categorised as follows:

- Strictly necessary cookies: These cookies are essential to enable you to use the website effectively, such as when buying a product and / or service, and therefore cannot be turned off. Without these cookies, the services available to you on our website cannot be provided. These cookies do not gather information about you that could be used for marketing or remembering where you have been on the internet.

- Performance cookies: These cookies enable us to monitor and improve the performance of our website. For example, they allow us to count visits, identify traffic sources and see which parts of the site are most popular.

- Functionality cookies: These cookies allow our website to remember choices you make and provide enhanced features. For instance, we may be able to provide you

with news or updates relevant to the services you use. They may also be used to provide services you have requested such as viewing

4. **Consent and Control**

- 4.1 Before Cookies are placed on your computer or device, you will be shown a prompt requesting your consent to set those Cookies. By giving your consent to the placing of Cookies you are enabling Us to provide the best possible experience and service to you. You may, if you wish, deny consent to the placing of Cookies unless those Cookies are strictly necessary; however certain features of Our Site may not function fully or as intended. You will be given the opportunity to allow and/or deny different categories of Cookie that We use.
- 4.2 In addition to the controls that We provide, you can choose to enable or disable Cookies in your internet browser. Most internet browsers also enable you to choose whether you wish to disable all Cookies or only third party Cookies. By default, most internet browsers accept Cookies but this can be changed. For further details, please consult the help menu in your internet browser or the documentation that came with your device.
- 4.3 The links below provide instructions on how to control Cookies in all mainstream browsers:
 - 4.3.1 Google Chrome: <https://support.google.com/chrome/answer/95647?hl=en-GB>
 - 4.3.2 Microsoft Internet Explorer: <https://support.microsoft.com/en-us/kb/278835>
 - 4.3.3 Microsoft Edge: <https://support.microsoft.com/en-gb/products/microsoft-edge> (Please note that there are no specific instructions at this time, but Microsoft support will be able to assist)
 - 4.3.4 Safari (macOS): https://support.apple.com/kb/PH21411?viewlocale=en_GB&locale=en_GB
 - 4.3.5 Safari (iOS): <https://support.apple.com/en-gb/HT201265>
 - 4.3.6 Mozilla Firefox: <https://support.mozilla.org/en-US/kb/enable-and-disable-Cookies-website-preferences>
 - 4.3.7 Android: <https://support.google.com/chrome/answer/95647?co=GENIE.Platform%3DAndroid&hl=en> (Please refer to your device's documentation for manufacturers' own browsers)

5. **Changes to this Cookie Policy**

- 5.1 We may alter this Cookie Policy at any time. Any such changes will become binding on you on your first use of Our Site after the changes have been made. You are therefore advised to check this page from time to time.
- 5.2 In the event of any conflict between the current version of this Cookie Policy and any previous version(s), the provisions current and in effect shall prevail unless it is expressly stated otherwise.

6. **Further Information**

- 6.1 If you would like to know more about how We use Cookies, please contact Us at INFO@ACORN-PROPERTIES.COM by telephone on 01252 842795, or by post at HIGH STREET HARTLEY WINTNEY HOOK HAMPSHIRE RG27 8NW
- 6.2 For more information about privacy, data protection and our terms and conditions, please visit the following:
 - 6.2.1 <http://acorn-properties.com/privacy-policy.pdf>