

PageOne Communications Ltd
Cookie Policy

Last Reviewed: April 2018

PageOne Communications Ltd

COOKIE POLICY

All Data Protection related enquiries should be directed to Capita's Data Protection Officer. Please contact PageOne to request the current DPO contact details.

Who are we? What do we do?

PageOne is part of Capita Group Plc. We provide integrated messaging & communication solutions for organisations across the UK. We are recognised for producing quality services and align ourselves with ISO27001 Information Security Management Standards.

This Cookie Policy is intended for use with our websites www.pageone.co.uk, www.oventus.com and in conjunction with our **Privacy Policy**.

Information Security

PageOne continually enhances its procedures and technology to protect your Personal Information from unauthorised access, loss and destruction. Through use of the latest industry standard secure sockets layer (SSL) technology, sensitive information such as your password will be encrypted. Our security procedures include asking for proof of identity before we disclose Personal Information to you.

Communications via the Internet, such as, but not limited to e-mail, are not secure unless they have been encrypted. As such, PageOne is unable to accept responsibility for any unauthorised access or loss of Personal Information that is beyond its control.

We reserve the right to access and disclose your Personal Information to comply with applicable law and government requests, to operate our systems or to protect our users. We also reserve the right to disclose your Personal Information to third parties where a complaint arises concerning your use of Connect that is deemed inconsistent with our terms and conditions.

PageOne may monitor or record your calls, e-mails, messages and other communications with us. Such monitoring will be carried out in accordance with UK law and will only be used for business purposes. Such purposes include the prevention of unauthorised use of PageOne's products, services, systems and web sites, quality control, training, ensuring effective systems operation and the prevention or detection of crime.

After you unsubscribe from our services your details will be deleted in accordance with the Data Retention Policy of Capita, which are designed to meet our legal obligations. For more information on Data Retention please contact us at customersupport@pageone.co.uk. PageOne may be obliged to disclose your Personal Information to meet any legal or regulatory requirements or obligations in accordance with applicable law.

PageOne complies with the Data Protection of the United Kingdom.

How cookies are used by PageOne

PageOne wants to provide online services that are easy to use, useful and reliable. This can involve placing small amounts of information on your computer or mobile phone or another device. These include small files known as cookies. If you wish to restrict or block the cookies which are set by PageOne websites, or indeed any other website, you can do this through your browser settings. The Help function within your browser should tell you how.

Alternatively, you may wish to visit www.aboutcookies.org which contains comprehensive information on how to do this on a wide variety of browsers. You will also find details on how to delete cookies from your computer as well as more general information about cookies. For information on how to do this on the browser of your mobile phone you will need to refer to your handset manual. Blocking cookies completely may cause PageOne's websites and the products and services it offers via its websites to function incorrectly or to cease functioning completely.

Why PageOne uses cookies

PageOne do not use cookies that can be used to identify you personally.

These pieces of information are used to improve services for you through, for example:

- o Enabling a service to recognise your device, so you don't have to give the same information several times during one task
- o If logged in to a service, Cookies will be used to remember your 'session' in order that you remain logged in until your session expires or you choose to sign out
- o Measuring how many people are using our services, so they can be made easier to use and that there's enough capacity to ensure they are fast
- o Analysing data to help us understand how you use online government services so we can improve them

Our use of cookies

This is a list of the main cookies set by the PageOne website, and what each is used for. This does not include web pages that offer subscription-only-services to PageOne's customers. For information about any cookies used by these pages/services, please contact PageOne at customersupport@pageone.co.uk.

Google Analytics

- Name: __utma
- Typical content: randomly generated number
- Expires: 2 years

- Name: __utmb
- Typical content: randomly generated number
- Expires: 30 minutes
- Name: __utmc
- Typical content: randomly generated number
- Expires: when user exits browser
- Name: __utmz
- Typical content: randomly generated number and information about how the page was reached (e.g. directly or via a link, organic search or paid search)
- Expires: 6 months
- Name: __utmmobile
- Typical content: randomly generated number
- Expires: 2 years

For further details on the cookies set by Google Analytics, see this [Google analytics help page](#).

Add This

- Name: __atuvc
- Typical Content: Incrementing number
- Expires: 2 years

Prohibiting the Use of Cookies

The best way to prevent PageOne from using cookies when you visit our sites is to update your privacy settings in your browser. From there you can control the kinds of cookies you wish to accept. To find out more about these settings, see the following links.

<http://www.google.co.uk/goodtoknow/manage-data/>

<http://www.mozilla.org/en-US/privacy/>

<http://privacy.microsoft.com/en-gb/default.aspx>

Other websites

PageOne contains links to websites of other organisations. This policy applies only to websites under the direct control and ownership of PageOne.

Following a link to another website

When you go to another website, read the privacy policy on that website if you want to know what it does with your information. PageOne doesn't pass on any of your personal information to other websites.

Following a link to PageOne from another website

When you come to PageOne from another website, PageOne may get personal information about you from the other website. You should read the privacy policy of websites you visit that link you to PageOne if you want to know about this.

Social networking websites

PageOne has links within its website pages (typically at the bottom of an article or page) which you can use to access and post content to social networking websites (e.g. LinkedIn and Twitter) These social networking websites are not controlled by PageOne. By using these links, you accept the privacy policies of these websites.

How you can help to protect your Personal Information

Your information is stored by PageOne in secure, password protected, databases, so that no other users have access to your account information. We strongly recommend that you do not divulge your password to anyone. PageOne will never ask for your password in any unsolicited correspondence.

Contact Details

To exercise all relevant rights, such as Subject Access Requests, queries or complaints please in the first instance contact the PageOne team at customersupport@pageone.co.uk or by using our postal address:

PageOne Communications Ltd, 12th Floor GW1, Great West House, Great West Road, Brentford, Middlesex, TW8 9DF.

If you would like to raise a Data Protection related complaint, you can contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office address: Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

Declaration

By submitting personal data to us, or continuing to use our website, you are declaring that you have read and understood this Cookie Policy which should be read in conjunction with our **Privacy Policy** at www.pageone.co.uk/downloads/policy/Privacy-Policy.pdf

CAPITA

We regularly review our Policies; where we consider significant changes have been made, we will endeavour to bring this to your attention.

Thank You.