Privacy and Cookie Policy

This page explains our privacy & cookie policy and how we will use and protect any information about you that you give us when you visit this website.

The Data Protection Act

Under the Data Protection Act 1998, we have a legal duty to protect any information we collect from you. We use leading technologies and encryption software to safeguard your data, and keep strict security standards to prevent any unauthorised access to it. We do not pass on your details to any third party or government department unless you give us permission to do so or as required pursuant to a statutory obligation.**What information do we collect?**

We collect two kinds of information from visitors to the Mystery Customer Evaluations web site: feedback (through visitors emailing us) and site usage information, from cookies (see below for more detail) and log files.

Enquiry / Quotation Requests

You can send us your enquiry / quotation requests by completing any of the several enquiry / quotation forms online: Completing the form will automatically generate an email directed to us. If this enquiry form is asking for information, we may need to contact other partners to find that information. If your question is technical, we may need to pass it to our technology suppliers.

We do not pass on any of your personal information when dealing with your enquiry. Once we have replied to you, we keep a record of your emails for six years for reference and audit purposes, after which it is destroyed

Site usage information

Cookies

This website uses cookies which are stored on your browser. You can usually modify your browser settings to prevent this happening. However, by disabling cookies, or certain types of cookie, you may hinder your user experience on this and other websites, or prevent them from working entirely.

A cookie is a small file which is sent to your browser and stored on your computer's hard drive and helps us understand and track your use of the site and where it can improve the information and services provided.

Some cookies used on this website are essential in order to enable you to move around the website and use its features, such as accessing secure areas of the website. Without these cookies, services you have asked for, cannot be provided.

Some cookies used on this website collect information about how visitors use a website, for instance which pages visitors go to most often, and if they get error messages from web pages. These cookies don't collect information that identifies a visitor. All information these cookies collect is aggregated and therefore anonymous. It is only used to improve how a website works.

Cookies may also be used to improve the user experience and to enable some of the functionality provided by this website. Please note that some cookies may be placed by third party service providers who perform some of these functions (or other services) for us.

Cookies are used on this website for the following third party services:
Google Analytics. This service may be used to track your behaviour on other websites and we have no control over this.

By continuing to use this website without adjusting your browser's cookie settings, you agree that we can place these cookies on your device.

There are two different types of cookies:

Session cookies - these are temporary and are erased when you close your internet browser.

Persistent cookies - these remain on your hard drive until you erase them or they expire at a pre-set deletion date.

The types of cookies we set are detailed below.

Cookie Name	Purpose	Reference
Google Analytics __utma __utmb __utmc __utmz	These cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.	Google Analytics Cookie Policy

For information about blocking the use of cookies, please refer to the instructions/help screen on your Internet browser. Detailed guidance on deleting or controlling cookies is available at www.AboutCookies.org.

Log Files

As is true with most websites, our server will automatically log data regarding each visit such as your IP address, browser type, referring/exit pages, and operating system. We may use this information to monitor server errors, server administration or to monitor visitor behaviour. It is not possible for this to be disabled on a per-user basis so you must leave this website if you do not agree to this happening.

This privacy policy applies to this website only and does not apply to any websites that this website may link to.

If this privacy policy changes in any way, we will place an updated version on this page. Regularly reviewing this page ensures you are always aware of what information we collect, how we use it and under what circumstances, if any, we will share it with other parties.