



## Web Privacy Statement

### Definitions

'New Patch'	shall mean 'CL Wall t/a New Patch'
'the company'	shall mean 'CL Wall t/a New Patch' and 'New Patch'
'the web site'	shall mean <a href="http://www.newpatch.co.uk">www.newpatch.co.uk</a>
'the contents of this web site'	shall include but not be limited to; goods and services, text, publications, documents, views and opinions of the company provided through the site,
'personal information'	shall mean information about an identifiable individual, with the exception of business contact information such as a job title or work-related telephone number, postal address, or e-mail address.
'client only special offers and services'	shall mean any special offers or discounted services as may be offered to clients of New Patch from time to time.
'the client material(s)'	shall mean those documents which may be downloaded from the web site.

### 1. General

- 1.1. New Patch respects the privacy of visitors to its Web Site. Your personal information is collected, used, and disclosed by New Patch only in accordance with this Web Privacy Statement.
- 1.2. This statement deals only with personal information collected through the New Patch Web Site.
- 1.3. Any changes to this statement will be incorporated into a revised statement posted here, so that you will always have access to information on our current Web site information-handling practices.
- 1.4. All non-web related company information and handling procedures can be found in the [New Patch Privacy Policy](#)

### 2. Information Collection and Use

- 2.1. New Patch may use information collected from web site enquiries and contact details to generate statistics and reports for internal use as well as to offer you any client only special offers and services, to let you know about any changes to our services, to answer your questions and address your concerns and for all other administrative purposes.

- 2.2. The company may use information collected in accordance with clause 2.1 above to prevent and detect criminal activity and fraud, to meet legal and regulatory requirements.
- 2.3. The purposes for which personal information is being collected, used, and disclosed are stated on every web page where personal information is collected. New Patch will not use your personal information for marketing and promotional purposes save for those client only special offers and services mentioned in Clause 2.1 above.

### **3. Information That Does Not Identify You**

- 3.1. New Patch logs certain technical information from your computer's web browser when you visit us on the Internet. This information includes your Internet address, the address of the web site you are coming from, the amount of time you spend visiting our web site, the pages visited, the operating system and web browser software you use, and, if you link to us through a search engine, the keywords you use to find our web site.
- 3.2. The technical information logs do not record personal information, can be accessed only by New Patch, and are used solely to track visits to our site and improve its content and layout.
- 3.3. New Patch will never tie this information to particular individuals visiting our web site, unless that is necessary for investigating a security breach.
- 3.4. When you visit our web site a 'cookie' (a temporary text file) is created on our servers, these cookies provide statistics in site usage to a third party monitoring tool. No personal information is identifiable by these cookies.
- 3.5. When you visit our web site through your web browser, a cookie is placed on your computer for programming purposes only. The cookie will enhance your use of the web site by remembering 'where' you have visited as you move from page to page.

### **4. Disclosure and Retention of Your Information**

- 4.1. The personal information you provide through our Site is never disclosed to third parties without your consent. We do not sell or trade your personal information to other organisations or companies, and it is shared only in accordance with this Policy and the [New Patch Privacy Policy](#)
- 4.2. The account information you provide when registering with us is stored in our secure database as long as you are a client of New Patch. You must [contact us](#) if you no longer want your information to be retained in our database.
- 4.3. If you contact us with a question or comment, any information identifying you is normally kept only long enough for us to provide a response. If circumstances require us to keep it longer than that, we will notify you.
- 4.4. Please note that it may be impossible to delete residual, historical personal information in back-up files that already exist but we will use our very best endeavours to do so.

## **5. Accuracy of Your Information**

- 5.1. New Patch relies exclusively on you for its information about you, except for obtaining independent verification of credit card information where applicable.
- 5.2. To ensure that you are kept up-to-date and that there is no interruption in our communications with you, please [contact us](#) and advise us of any changes in your information (or if you wish to confirm the accuracy of the information we hold).

## **6. How Your Information Is Kept Safe during Transmission**

- 6.1. New Patch strives to provide a secure online environment for the transmission of personal information such as usernames and passwords.
- 6.2. Information collected anywhere else on our site is transmitted to our servers in an unencrypted form, which does create a risk of interception. Please [contact us](#) should you have any concerns in this respect and we will arrange for our web technician to discuss this with you.

## **7. Contacting New Patch**

- 7.1. New Patch takes full responsibility for the management and confidentiality of the personal information it collects through its web site. By providing this Privacy Statement, New Patch pledges its continued commitment to protecting the information you give to us.
- 7.2. We regularly review our online information-handling practices to ensure that we are abiding by this Web Privacy Statement and if for any reason, you believe that New Patch is not abiding by this Privacy Statement or have concerns about the New Patch online information-handling practices or procedures, please [contact us](#) and your concerns will be addressed promptly.