

Edenred UK - Privacy Policy for users

This document describes the policy and procedure of Edenred as applied to the collection and use of personal information. If you have any requests or queries concerning your personal information please contact us.

1. What personal information do we collect?

a) We collect the information you enter when you complete our forms and use this to follow up on your enquiry.

b) Our website may also automatically record the following information, using a cookie, when you visit our website:

- Browser type (e.g. Firefox, Internet Explorer)
- Operating system (e.g. Microsoft Windows, Macintosh)
- IP address (a unique identifier for each connection to the internet)
- ISP (e.g. btinternet.com, aol.com)

This information is automatically collected and does not require your input. We use it to improve our facilities and provide you with an optimised website.

2. Cookies

What are cookies and which ones do we use?

A cookie is a text only string of information that a website transfers to your computer and is used to improve your experience when visiting our website. Cookies are not viruses and do not allow us to access any of your personal information.

The type of cookies we use on the site are Persistent Cookies and Session Cookies.

Persistent Cookie – We use a persistent cookie to help us to record your acceptance of this Privacy Policy so you don't see the pop up banner every time you visit the site. The cookie does not collect any personal information, just details on whether you have accepted the Privacy Policy. We do not use this cookie for any other purpose. Where the website is branded to provide a consistent user experience, we also sometimes use a persistent cookie to record this information so your preferences can be displayed each time you visit the site. Again, the cookie does not collect any personal information.

Session Cookie – we may sometime use a session cookie to help improve your experience of the website. Session cookies are deleted as soon as you log out of the website but are essential to providing the required user experience as you browse the website. Without them, the site would not work properly as no information relating to your account would be available.

Why are Cookies important?

These anonymous markers allow us to remember who you are, from previous visits, and ensure we can display more relevant information to you during future visits to the site.

To find out more about cookies, please visit www.allaboutcookies.org

3. How will we use this information?

We respect your privacy and will only use your information:

- To log various usage and statistical information about your use of our website
- To administer the website and gather broad demographic information about site users
- To make improvements to our website and, where appropriate, to customise it for you based on the information you have given us

4. Who will we share your information with?

On very rare occasions we may disclose your information to:

- Our regulators, lawyers and auditors
- Persons where required by law under a court order or subpoena

We will never pass on or sell any of your personal data to third parties in exchange for payment or for any other commercial gain.

Our website may contain links to the websites of other companies that are outside of our control. These websites are not covered by this Privacy Policy. If you access other sites via links from our website the operators of these sites may collect information from you and use it in accordance with their own privacy policies, which may differ from those of Edenred UK.

5. Choices available to you regarding collection, use and distribution information:

Your information

We will retain your Information for as long as the purpose for which it was collected continues. It will then be destroyed although copies may be retained if required to satisfy our legal, regulatory or accounting requirements. By law, you are entitled to a copy of the personal information we hold on you.

Opt-out procedure

You may choose not to receive any promotional communications from us or our partners. We incorporate an opt-out option into each communication which we send to you and you may utilise that option at any time. Upon receipt of your opt-out request, we will cease to provide promotional communications from Edenred UK and our partners.

Changes and modifications

You may request that we change or modify your information at any time. Further, if you are aware at any time that any of the information that you have given to us has changed please let us know as soon as possible. If you would like guidance on how to change the information that we hold on you, please contact us.

Changes to this Privacy Policy

If we change this policy, we will post the new policy in the same Website location as here. If the change means that we will use your information differently, we will notify you. You may accept the change of use, or if you do not, we will continue to use your information in accordance with the policy under which it was collected.

Our pledge to you

We pledge our intention to meet our obligations under this privacy policy statement, and to comply with the requirements of the Data Protection Act 1998.