

## **Holders Vehicle Contracts Privacy Policy**

### **1. Holders Vehicle Contracts Protection Policy**

We ask for your name, telephone number and e-mail address. This helps us to process your booking, to contact you if we have any problems with your request or to send you an electronic confirmation of the booking. If you are a member we link your membership number to the information we keep in our main customer database in order to speed up your booking process.

We operate the following policy with regard to the privacy of customer data:

We will maintain the personal information provided via this site as part of our records to assist us to maintain and improve our administration and management of our car rental business.

Customers are welcome to see the information held about them at any time and to make the necessary amendments to keep the information up to date. To see information please contact [info@holdersvc.co.uk](mailto:info@holdersvc.co.uk) quoting your name and address.

### **2. What data does HVC collect?**

**IP address:** We collect your IP address when you visit our site. This only identifies your ISP (Internet Service Provider) and does not contain any information about you as an individual. We use this information to help us understand more about where our site traffic originates.

### **3. How does HVC protect your data?**

If any security is needed to protect information such as credit card details we use **Secure Socket Layer (SSL)** technology encryption software.

### **4. HVC on-line promotions**

If you enter any competitions we offer on our site, we will ask you to enter certain personal information so we can notify you if necessary. Exact terms and conditions or rules of each competition/ prize draw will be posted at the time and may vary. If a prize is offered through a third party we may need to disclose information to the relevant third party in order to facilitate the distribution of any prizes.

### **5. HVC on-line Surveys**

When you participate in any on-line surveys you may be asked to supply certain personal information, for example, demographic data such as age and/or income. You can provide all or none as you so choose. Survey results will only be used to improve the site features and usability and not for any other purpose.

## 6. Use of Cookies

One way we collect information about you when you use our website is through the use of Cookies. Cookies is a set of data that a website server stores on your computer. Cookies enable the website to recognise your computer and to "remember" your entries as you move from page to page, or when you visit the site from time to time using the same computer. It will provide features such as Quick Quote and personalised greetings between visits.

The type of cookies we use on our website are known as "persistent cookies". It should be noted that persistent cookies reside in a browser until they are deleted. If you do not want the persistent cookies to remain on your computer, you can erase them through use of your browser settings.

The Help menu on the menu bar of most browsers will tell you how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie and how to disable cookies altogether. However, cookies allow you to take full advantage of some of HVC's useful features and we recommend that you leave them turned on.

Your browser or other software you install may permit you to restrict the use of persistent cookies or all cookies. If you elect not to permit the use of persistent cookies only, you may still enjoy the functionality of our website; however, if you do so, you will need to re-enter data when starting a new session. If you do leave cookies turned on, be sure to sign off when you finish using a shared computer.