Cookie Policy

A cookie is a small file of letters and numbers that a website stores on your computer either in the memory of your computer or other devices such as mobile phones, tablet devices.

WHAT ARE COOKIES?

A cookie is a small file of letters and numbers that a website stores on your computer either in the memory of your computer or other devices such as mobile phones, tablet devices.

These cookies contain anonymous information that help our website provide a better user experience to you; or to assist in improving the website by tracking your interactions.

WHY WE USE COOKIES?

Our website uses cookies to distinguish you from other users of our website in order to provide increased functionality and service. This not only helps us to provide you with a better experience, but also to help us improve our website and services. By continuing to browse the site, you are agreeing to our use of cookies

Unless you have adjusted your web browser settings, (if and where possible), to refuse cookies, our system will issue cookies as soon as you visit our website or related online services. However in doing so, you may find that certain functionality or services may be impaired or unavailable to you. If you are trying to delete or disable cookies on your mobile phones, tablets, or any other internet-enabled devices, please refer to the manual that was provided with it, or to the device manufacturer's website.

The cookies we use only contain anonymous information to improve the services we offer, and do not contain personal information.

It is also important to point out that not all cookies used by this website are created by us. These cookies (referred to as third party cookies) are covered below.

WHAT COOKIES DO WE USE?

The cookies we use are generally only to provide functionality or analytical services.

We use the following cookies:

Strictly necessary cookies. These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website, use a shopping cart or make use of e-billing services.

Analytical/performance cookies. They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.

Functionality cookies. These are used to recognise you when you return to our website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).

Targeting cookies. These cookies record your visit to our website, the pages you have visited and the links you have followed. We will use this information to make our website and the advertising displayed on it more relevant to your interests. We may also share this information with third parties for this purpose.

You can find more information about the individual cookies we use and the purposes for which we use them in the tables below:

ANALYTICAL COOKIES

Our website uses Google Analytics, a web analytics tool provided by Google, 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.

Cookie name - what it does

_utma This cookie helps us determine the number of unique visitors to our website.

_utmz This cookie helps us determine the referral method for people visiting our website. This helps us to analyse the traffic arriving at our website and to determine which are the most popular routes (e.g. direct, search engine search, email link).

_utmb We use this Google Analytics cookie to help us to record the length of individual sessions from our users on our website. Each time you move to a new page within our

website within 30 minutes of arriving the cookie updates so that we know that you are still actively using our website within a single session.

_utmc Similar to _utmb, we use this Google Analytics cookie to help us record the length of individual sessions on our website.

ADDTHIS

Our website uses AddThis which is an online service to track which social networking options you use. This information is only used to identify which are the most popular document networking tools, and how many people may like our content.

Cookie name What it does

Uid/uvc   Features for sharing via social media (Facebook, Twitter etc). AddThis track visitors who use any of their features.

FUNCTIONAL COOKIES

Cookie name What it does

.ASPNET   Lets us know that you have logged in to a secure area of our website, and safely identify who you are

.ASPXANONYMOUS Lets us identify you as an anonymous user so that when you login, any actions you have performed (e.g. adding items to a shopping cart) are carried over once you have logged in

ASP.NET SessionId   Lets us know when you are actively using our website, and enables us to temporarily store information so that it can be accessed by other pages of our website if necessary

_guid Makes sure that if you fill a form in and send it to us, that you don't have to fill the information in again if there are any errors or if any information has been missed out

Please note that third parties (including, for example, advertising networks and providers of external services like web traffic analysis services) may also use cookies, over which we have no control.

EMBEDDED CONTENT

From time to time we may embed photos or video content from websites such as Flickr or YouTube. As a result, when you visit a page containing these items you may be presented with cookies from these websites.

We do not control these cookies and you should check the relevant third party's website for more information on their cookies usage or privacy policies.

You can find out more about cookies, including how to disable/enable them at the following website: www.aboutcookies.org

If you have any questions about your privacy, or the information we may hold, please refer to our privacy policy for more information. If you have any other related questions, queries or complaints, please contact us.

The expiration date of cookies varies depending on the actual type of cookie.

RMG Scotland ("We") are committed to protecting and respecting your privacy.

This policy (together with our terms of use and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting any RMG Scotland affiliated website you are accepting and consenting to the practices described in this policy.

For the purpose of the Data Protection Act 1998 (the Act), the data controller is Residential Management Group Limited of RMG House, Essex Road, Hoddesdon, Hertfordshire, EN11 0DR.

INFORMATION WE MAY COLLECT FROM YOU

We may collect and process the following data about you:

Information you give us. You may give us information about you by filling in forms on any RMG Scotland affiliated website or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you register to use our site, subscribe to our service, and / or when you report a problem with our site. The information you give us may include your name, address, e-mail address, phone number, financial and payment card information

Information we collect about you. With regard to each of your visits to our site we may automatically collect the following information:

Technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;

Information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.

Information we receive from other sources. We are also working closely with third parties (including, for example, business partners, sub-contractors in technical, payment and delivery services,) and may receive information about you from them.

COOKIES

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. For detailed information on the cookies we use and the purposes for which we use them see our Cookie policy.

USES MADE OF THE INFORMATION

We use information held about you in the following ways:

Information you give to us. We will use this information:

to carry out our obligations arising from our appointment as managing agent of the block/estate within which you own a freehold or leasehold property and to provide you with the information, products and services relating to that property that you request from us;

to ensure that content from our site is presented in the most effective manner for you and for your computer.

Information we collect about you. We will use this information:

to carry out our obligations arising from our appointment as managing agent of the block/estate within which you own a freehold or leasehold property

to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;

to improve our site to ensure that content is presented in the most effective manner for you and for your computer;

to allow you to participate in interactive features of our service, when you choose to do so;

as part of our efforts to keep our site safe and secure;

to make suggestions and recommendations to you and other users of our site about goods or services that may interest you or them.

to alert you to any changes to our services or our website.

Information we receive from other sources. We may combine this information with information you give to us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).