



Privacy Statement

At Etive Technologies Limited, which operates Home Log Book, ("Home Log Book", "we", "us") we are committed to protecting the privacy of our customers and the responsible management of personal information in accordance with the Data Protection Act 1998. Our relationship with you is valuable and we understand the importance you place on the privacy and security of information which personally identifies you. In that respect, and whether you are a first time visitor to our website or a regular user, we take your privacy seriously. Please read the following in order to learn more about our privacy policy and our information gathering and dissemination practices.

For the purposes of the Data Protection Act 1998, we are the data controller in relation to Home Log Book.

Please note that when you subscribe to our service and accept our online "Membership Terms and Conditions", by doing so you will be accepting the terms of this Privacy Statement (the terms of which are incorporated by reference into our "Membership Terms and Conditions").

1. Why we require your information

Home Log Book provides a variety of on-line services, including an online enquiry form which collects personally identifiable information when you register with us and when you use our services.

Home Log Book use this information in order to customise the content you see on our pages, to fulfil your request for certain products and services, to communicate with you generally, to carry out our obligations arising from any contracts entered into between you and us, and to contact you or enable you to be contacted about special offers, promotions, news, new events, products and/or services that you may be interested in.

If you no longer want to receive such information please contact us at enquiries@homelogbook.co. If this information is received from a third party then you will be offered the facility to unsubscribe. Please note however that if you at any time decide to unsubscribe from any mailings or withdraw your consent to the use of your personal details and information in accordance with this Privacy Statement then, in accordance with our Membership Terms and Conditions, we may terminate your membership of Home Log Book.

You do not need to provide us with personal data simply to browse our website.

2. What information do we collect?

We will collect information from you in the following circumstances:

Enquiry Form

Our enquiry form involves providing us with your name, address, telephone and mobile number, e-mail address and in certain circumstances credit card and/or billing information. We use this information to provide you with the service you have requested or to answer your queries.

Information Provided By You

You may give us information about you by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you register to use our on-line services, subscribe to our services, search for a product, place an order on our site, participate in discussion boards or other social media functions on our site, enter a competition, promotion or survey, engage in activities involving or related to the buying, selling and/or letting of properties, and when you report a problem with our site.

Optional Information

We may request optional information from you on our registration forms. We request this optional information so that we may serve you better (e.g. to provide more tailored services) and so that we may understand our customers better (e.g. through internal research, data analysis, market research and product research). If we request this additional information from you we will identify it as optional.



Please note that we do not request 'sensitive personal data' (as that term is defined in the Data Protection Act 1998), such as information on your ethnic background, the state of your health or religious beliefs, and we will not knowingly make this information available to third parties. Any such sensitive personal data about you should be deleted by you prior to you uploading any information about you into our online Home Log Book.

Job Opportunities

We advertise details of job opportunities with Home Log Book on our website. If you apply for one of the available positions you are required to provide us with contact details in order that we can get in touch with you. These details, together with the contents of your curriculum vitae, will be treated as confidential and will only be used for the purposes of considering you for a particular position.

By completing our job application form you expressly consent to our processing your information in connection with your application. If you prefer not to send the application by the Internet you may print it out and post it to us at Etive Technologies Ltd, 5 New Mart Place, Edinburgh, EH14 1RW, UK.

Cookies

There are various technologies, including one called "cookies" which can be used to provide you with tailored information from a website. A cookie is a small data file that certain websites write to your hard drive when you visit them. The only personal information a cookie can obtain is information a user supplies him or herself. A cookie cannot read data off your hard disk or read cookie files created by other sites. Cookies, however, enhance our website performance in a number of ways including providing a secure way for us to verify your identity during your visit to our website and personalising your experience on our site making it more convenient for you.

The Home Log Book website uses cookies so that we can serve you better. For example, we set cookies to maintain the open menus as you move between pages. These are used only when you are on the website. You can refuse cookies by turning them off on your web browser and you do not need to have cookies turned on to successfully use our service. Most browsers are defaulted to accept and maintain cookies and you can set your browser to notify you when you receive a cookie, giving you the chance to decide whether to accept it or not.

You can refuse cookies by modifying the settings in your browser: -

Internet Explorer

- Go to the 'View' menu
- Click 'Options'
- Click 'Advanced'
- Tick the box that says 'Warn before accepting cookies'
- Go to cookies directory (usually c:\windows\cookies)
- Delete all the files you have there

Once you delete these files you will have no more cookies, and you will be prompted each time a website attempts to send a cookie to your system. At that time, you can choose to either 'Accept' or 'Cancel' a cookie.

Safari:

- Choose Preferences from Safari menu
- Select Security Icon
- Cookie Settings are shown in this window



- Choose your preferred settings

Firefox:

- Click on Tools, then Options
- Select Privacy
- Select Cookies
- Choose your preferred settings (You can configure which sites are allowed to set cookies, how long to keep them for, and view and manage your existing cookies)

Depending on your earlier choice you will either be prompted by new cookies or no cookies will be set or received.

Google Chrome

- Click the Chrome menu icon Chrome menu.
- Select Settings.
- Near the bottom of the page, click Show advanced settings.
- In the "Privacy" section, click Content settings.
- Enable or disable cookies:
- To enable cookies, select Allow local data to be set (recommended).
- To disable cookies, select Block sites from setting any data.
- Click Done to save.

Learn more about managing your cookies settings in Google Chrome, like how to block third-party cookies. The URL is <https://support.google.com/accounts/answer/61416?hl=en>

For more information about how to manage cookies visit <http://www.allaboutcookies.org>

Website Usage Data

With or without cookies, our website keeps track of usage data, such as the source address that the page request is coming from (i.e. your IP address, domain name), date and time of the page request, the referring website (if any) and other parameters in the URL (e.g. search criteria). We and our key strategic partners use this data to better understand website usage so we know what areas of our website users prefer. This information is stored in log files and is used to administer the site, for troubleshooting, data analysis, testing, research, and for aggregated and statistical reporting but is not attributed to you as an individual.

Information we receive from other sources

We may receive information about you if you use any of the other websites we operate or the other services we provide. We are also working closely with third parties (including, for example, business partners, sub-contractors in technical, payment and delivery services, advertising networks, analytics providers, search information providers, credit reference agencies) and may receive information about you from them.

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 herein (depending on the types of information we receive).

Security

We recognise industry standards and employ security safeguards to protect information from unauthorised access and misuse. We use the most accurate and current information you provide in order to process your



request. Please help us to keep our records up to date by informing us of any changes to the details you have submitted.

Furthermore, whenever you transmit sensitive information such as billing or credit card information to us through our website we provide you access to our secure server that allows encryption across the internet.

3. What information do we share?

There are times when we are required to share the information we learn from you with other parties. We also have a number of strategic partners who we work with and may share your information with to help enhance your Home Log Book experience. We do not sell or rent your personal information to others. We may share your personal information with any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006. In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets. Please note that we will send personally identifiable information about you to other companies or people in the following additional situations:-

Agents etc.

Home Log Book will share your information with professional advisors, strategic partners, survey and research organisations, companies and other individuals and organisations whom we employ to perform functions in certain situations on our behalf. Examples of these functions include delivering packages, sending postal mail, faxes and e-mail, providing marketing assistance in data analysis, handling credit card transactions, fulfilling orders, providing services, and following up on enquiries (including by phone, e-mail, post or fax). These persons have access to the personal information required in order to perform their functions.

Strategic Partners: Insurance providers, house builder organisations etc.

In a number of instances our Home Log Book Service is made available in conjunction with a variety of organisations and their affiliates, such as insurance providers, house builder organisations or sponsors or other strategic partners, who wish to make our Home Log Book Service available to their members, customers, staff and/or affiliates. In such instance if you are a member, customer, member of staff or affiliate of such an organisation (or one of their affiliates) then your personal data will be accessible by these organisations and their affiliates and you consent to this and our transferring your personal data to them.

Home Log Book also work with a select number of other organisations on a strategic basis who we feel can help add value to our customers and users of Home Log Books. Some of these strategic partners can offer services/ products and special deals for things like home technology, insurance and green energy, to name just a few areas that we feel Home Log Book users and customers could really benefit from. As part of your membership of Home Log Book or as part of subscribing to any of our products and/or services, these organisations will have the opportunity to contact you and we will work with these organisations to help ensure that this is a welcomed initiative rather than a hindrance and that they respect any requests from customers and users to unsubscribe or opt-out. Where you receive products and/or services from another organisation, such organisations' terms and conditions apply and we have no control over and do not accept any liability or responsibility for the accuracy of the information provided to you by such organisations or displayed on such organisations' websites. If you are at any time dissatisfied with one of our strategic partners then we would like to know because we are committed to only working with strategic partners that share our commitment to responsible data management.

Data Analytics

Home Log Book may share your information with Analytics and search engine providers that assist us in the improvement and optimisation of our site.

News, special offers & promotions etc. by email and SMS

By acceptance of this Privacy Statement (which happens when you subscribe to our service, accept our



"Membership Terms and Conditions" and we approve your subscription) you agree that we and our strategic partners can send you emails and SMS messages from time to time regarding products and/or services, news as well as details of special offers and promotions and new services and events that may be of interest to you. Please note that if at any time you would prefer not to receive such information then you can unsubscribe using the facility provided in the relevant email or SMS that you receive.

Alternatively you can contact us at enquiries@homelogbook.co to unsubscribe from any such emails and SMS messages that you receive from us.

Compliance with law

We will release personal information (without your consent) where we are required to by law or by the regulations and other rules (including auditing requirements) to which we are subject. We may also exchange information with other companies and organisations for fraud protection and credit risk reduction.

4. International Data Transfers

Given the nature of the various on-line services of Home Log Book and the use of the Internet (including but not limited to email and use of the our website) in delivering these services to you and making information available to third parties in accordance with this Privacy Statement, data will inevitably be transmitted on a global basis (including the transfer of that data to countries outside of the European Economic Area). Furthermore as we may from time to time outsource the provision of goods and/or services to organisations based outside of the European Economic Area, resulting in global data transfers being common place.

By acceptance of this Privacy Statement (which happens when you subscribe to our service and accept our "Membership Terms and Conditions") you consent to your data being transferred outside of the European Economic Area.

5. Where we store your personal data

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff may be engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted using SSL technology. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

6. Your Rights

You have the right to ask us not to process your personal data for marketing purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at enquiries@homelogbook.co.

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

5. Changes to Privacy Statement



We may edit this Privacy Statement from time to time. If we make any substantial changes we will notify you by posting a prominent announcement on our web pages. We however recommend that you review our Privacy Statement regularly.

6. Questions or suggestions

If you have any questions or suggestions regarding this Privacy Statement, have any concerns about the practices of our websites or believe we are not properly adhering to our Privacy Statement please contact us at enquiries@homelogbook.co. Should you at any time wish us to remove your personal details from our marketing database please contact us at Home Log Book at enquiries@homelogbook.co.

7. Your Rights

You have the right under the Data Protection Act 1998 if you apply to us in writing to ask for a copy of the personal information held by us in our records. We may charge a small fee for dealing with any such request. You also have the right to require us to correct any inaccuracies in your personal information. If you think we are holding personal information which is inaccurate then please email us at enquiries@homelogbook.co.