

## **Privacy Policy**

Wilfords Auctioneers ("We") are committed to protecting and respecting your privacy.

This policy (together with our terms and conditions and any other documents referred to) 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 [www.wilfords.org](http://www.wilfords.org) 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 Wilfords Auctioneers of 76 Midland Road, Wellingborough, NN8 1NB

### **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 our site [www.wilfords.org](http://www.wilfords.org) or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you register to use Easy Live Auction, subscribe to any of our services, fill in the contact form, contact us on other social media functions on our site, enter a competition, promotion or survey. The information you give us may include your name, address, e-mail address and phone number, financial and credit card information, personal description and photograph.
- **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 may receive information about you if you use any of the other websites we operate or the other services we provide. In this case we will have informed you when we collected that data that it may be shared internally and combined with data collected on this site. We are also working closely with third parties (including, for example, 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.*

### ***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. There are instances where we may use cookies to gather information regarding our services in a mathematical collection for our website and our advertisers.*

*Any information collected will not have any identifying data. It is statistical data about our visitors and how they have used our site. No personal details will be shared that could identify you.*

*We may assemble information about your common internet use with a cookie file. When used, the cookies are downloaded to your computer automatically. The cookie is stored on the hard drive, with transferred information. The data sought by the cookie helps us improve our website and any service offered to you.*

*Your browser has the ability to decline cookies. This is done by setting your browser options to decline all cookies. Note: if you do decline the download of cookies, some aspects of our site may not work or allow you access.*

*Our advertisers may download cookies to which we have no control. If used, these cookies are downloaded by clicking on an advertisement found on our website.*

### ***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 any contracts entered into between you and us and to provide you with the information, products and services that you request from us;*
  - *to provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about;*
  - *to provide you, or permit selected third parties to provide you, with information about goods or services we feel may interest you. If you are an existing customer, we will only*

contact you by electronic means (e-mail or SMS) with information about goods and services similar to those which were the subject of a previous sale or negotiations of a sale to you. You will only be contacted by ourselves or our online auction partners Easy Live auction. We do not give your information to third parties.

- to notify you about changes to our service;
- 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 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 measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you;
  - to make suggestions and recommendations to you and other users of our site about goods or services that may interest you or them.
- **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).

## *Disclosure of your information*

*We may share your information with selected third parties including:*

- *Business partners, suppliers and sub-contractors for the performance of any contract we enter into with [them or] you.*
- *Advertisers and advertising networks that require the data to select and serve relevant adverts to you and others. We do not disclose information about identifiable individuals to our advertisers, but we may provide them with aggregate information about our users (for example, we may inform them that 500 men aged under 30 have clicked on their advertisement on any given day).*
- *Analytics and search engine providers that assist us in the improvement and optimisation of our site.*

*We may disclose your personal information to third parties:*

- *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.*
- *If Wilfords auctioneers or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.*
- *If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms and conditions and other agreements; or to protect the rights, property, or safety of Wilfords Auctioneers, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.*

### *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 maybe 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. Wilfords Auctioneers 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 our online auction using Easy Live certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.*

*When registering for an auction you should understand that your information will be passed from Easy Live auctions to Wilfords Auctioneers in order for us to conduct business activities directly with you regarding the auction.*

*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.*

*You should understand that we use a third party payment processor*

to process and manage the storage of users payments details, in a PCI DSS compliant manner, allowing payments to be taken by Auction Houses. The third party payment processor is committed to protecting the users information.

By registering for an auction and providing your card details you are authorising Wilfords Auctioneers to charge the card for items purchased at auction via [www.easyliveauction.com](http://www.easyliveauction.com), including all additional fees. If you register for an auction using the "Flat Fee" method, you also agree to Easy Live (Services) Ltd taking the required fee for that auction.

Removing a card from your account will remove the option to use the card straight away but can take up to 30 days for the card to be removed completely from the payment processors storage. This is to allow the auctioneer to take payments after an auction for any outstanding lots.

### **Your rights**

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by asking us not to do this. You can also exercise the right at any time by contacting us at [sales@wilfords.org](mailto:sales@wilfords.org)

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.

### **Access to information**

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act.

### **Changes to our privacy policy**

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

### **Contact**

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to [sales@wilfords.org](mailto:sales@wilfords.org)