
WEBSITE COOKIES AND PRIVACY POLICY

BACKGROUND:

The Warranty Group understands that your privacy is important to you and that you care about how your personal data is used and shared online. We respect and value the privacy of everyone who visits this website, delltheftprotection.com, completecare.thewg.com, adptheftclaim.com, completecare.eu.com (“Our Site”) and will only collect and use personal data in ways that are described here, and in a manner that is consistent with Our obligations and your rights under the law.

Please read this Privacy Policy carefully and ensure that you understand it. Your acceptance of Our Privacy Policy is deemed to occur upon your first use of Our Site. You will be required to read and accept this Privacy Policy when signing up for an Account. If you do not accept and agree with this Privacy Policy, you must stop using Our Site immediately.

1. Definitions and Interpretation

In this Policy the following terms shall have the following meanings:

“ Account ”	means an account required to access and/or use certain areas and features of Our Site;
“ Cookie ”	means a small text file placed on your computer or device by Our Site when you visit certain parts of Our Site and/or when you use certain features of Our Site. Details of the Cookies used by Our Site are set out in section 13, below;
“ Cookie Law ”	means the relevant parts of the Privacy and Electronic Communications (EC Directive) Regulations 2003;
“ personal data ”	means all data that relates to an identifiable person who can be directly or indirectly identified from that data. In this case, it means personal data that you give to Us via Our Site. This definition shall, where applicable, incorporate the definitions provided in the EU Regulation 2016/679 - the General Data Protection Regulation (“GDPR”); and

2. What Does This Policy Cover?

This Privacy Policy applies only to your use of Our Site. Our Site may contain links to other websites. Please note that We have no control over how your data is collected, stored, or used by other websites and We advise you to check the privacy policies of any such websites before providing any data to them.

3. Your Rights

3.1 As a data subject, you have the following rights under the GDPR, which this Policy and Our use of personal data have been designed to uphold:

3.1.1 The right to be informed about Our collection and use of personal data;

- 3.1.2 The right of access to the personal data We hold about you (see section 12);
 - 3.1.3 The right to rectification if any personal data We hold about you is inaccurate or incomplete (please contact Us using the details in section 14);
 - 3.1.4 The right to be forgotten – i.e. the right to ask Us to delete any personal data We hold about you (We only hold your personal data for a limited time, as explained in section 6, but if you would like Us to delete it sooner, please contact Us using the details in section 14);
 - 3.1.5 The right to restrict (i.e. prevent) the processing of your personal data;
 - 3.1.6 The right to data portability (obtaining a copy of your personal data to re-use with another service or organisation);
 - 3.1.7 The right to object to Us using your personal data for purposes; and
 - 3.1.8 Rights with respect to automated decision making and profiling.
- 3.2 If you have any cause for complaint about Our use of your personal data, please contact Us using the details provided in section 14 and We will do Our utmost to solve the problem for you. If We are unable to help, you also have the right to lodge a complaint with the UK's supervisory authority, the Information Commissioner's Office.
- 3.3 For further information about your rights, please contact the Information Commissioner's Office or your local Citizens Advice Bureau.

4. What Data Do We Collect?

Depending upon your use of Our Site, we may collect some or all the following personal and non-personal data (please also see section 13 on Our use of Cookies and similar technologies

- 4.1 IP address, typically only a partial IP address;
- 4.2 Web browser type and version;
- 4.3 Operating system;
- 4.4 A list of URLs starting with a referring site, your activity on Our Site, and the site you exit to;

5. How and Where Do We Store Your Data?

- 5.1 We only keep your personal data for as long as We need to to use it as described above in section 6, and/or for as long as We have your permission to keep it.
- 5.2 Some or all your data may be stored outside of the European Economic Area ("the EEA") (The EEA consists of all EU member states, plus Norway, Iceland, and Liechtenstein). You are deemed to accept and agree to this by using Our Site and submitting information to Us. If We do store data outside the EEA, we will take all reasonable steps to ensure that your data is treated as safely and securely as it would be within the UK and under the Data Protection Act.

- 5.3 Data security is very important to Us, and to protect your data We have taken suitable measures to safeguard and secure data collected through Our Site.

6. Do We Share Your Data?

- 6.1 We may compile statistics about the use of Our Site including data on traffic, usage patterns, user numbers, sales and other information. All such data will be anonymised and will not include any personally identifying data, or any anonymised data that can be combined with other data and used to identify you. We may from time to time share such data with third parties such as prospective investors, affiliates, partners and advertisers. Data will only be shared and used within the bounds of the law.
- 6.2 We may sometimes use third party data processors that are located outside of the European Economic Area ("the EEA") (The EEA consists of all EU member states, plus Norway, Iceland and Liechtenstein). Where We transfer any personal data outside the EEA, we will take all reasonable steps to ensure that your data is treated as safely and securely as it would be within the UK and under the GDPR.

7. What Happens If Our Business Changes Hands?

- 7.1 We may, from time to time, expand or reduce Our business and this may involve the sale and/or the transfer of control of all or part of Our business. Any personal data that you have provided will, where it is relevant to any part of Our business that is being transferred, be transferred along with that part and the new owner or newly controlling party will, under the terms of this Privacy Policy, be permitted to use that data only for the same purposes for which it was originally collected by Us.
- 7.2 If any of your data is to be transferred in such a manner, you will be contacted in advance and informed of the changes. When contacted you will be given the choice to have your data deleted or withheld from the new owner or controller.

8. How Can You Control Your Data?

- 8.1 In addition to your rights under the GDPR, set out in section 4, when you submit personal data via Our Site, you may be given options to restrict Our use of your data.

9. Your Right to Withhold Information

- 9.1 You may access certain areas of Our Site without providing any data at all. However, to use all features and functions available on Our Site you may be required to submit or allow for the collection of certain data.
- 9.2 You may restrict Our use of Cookies. For more information, see section 13.

10. How Can You Access Your Data?

You have the right to ask for a copy of any of your personal data held by Us We will provide all information in response to your request free of charge. Please contact Us

for more details at EU.DPO@thewarrantygroup.com or using the contact details below in section 14.

11. Our Use of Cookies

- 11.1 Our Site may place and access certain first party Cookies on your computer or device. First party Cookies are those placed directly by Us and are used only by Us. We use Cookies to facilitate and improve your experience of Our Site and to provide and improve Our products and/or services. We have carefully chosen these Cookies and have taken steps to ensure that your privacy and personal data is protected and respected always.
- 11.2 All Cookies used by and on Our Site, are used in accordance with current Cookie Law.
- 11.3 Before Cookies are placed on your computer or device, you will be shown a Cookie Consent popup requesting your consent to set those Cookies. By giving your consent to the placing of Cookies you are enabling Us to provide the best possible experience and service to you. You may, if you wish, deny consent to the placing of Cookies; however certain features of Our Site may not function fully or as intended.
- 11.4 Certain features of Our Site depend on Cookies to function. Cookie Law deems these Cookies to be “strictly necessary”. These Cookies are shown below in section 13.5. Your consent will not be sought to place these Cookies, but it is still important that you are aware of them. The following first party Cookies may be placed on your computer or device:

Name of Cookie	Purpose	Strictly Necessary
CFID	Stores session id in encrypted format.	Yes
CFTOKEN, CLIENTLANG	Required for website to function	Yes

- 11.5 In addition to the controls that We provide, you can choose to enable or disable non-essential Cookies in your internet browser. Most internet browsers also enable you to choose whether you wish to disable all Cookies or only third-party Cookies. By default, most internet browsers accept Cookies but this can be changed. For further details, please consult the help menu in your internet browser or the documentation that came with your device.
- 11.6 You can choose to delete Cookies on your own computer or device at any time, however you may lose any information that enables you to access Our Site more quickly and efficiently including, but not limited to, login and personalisation settings.
- 11.7 It is recommended that you keep your internet browser and operating system up-to-date and that you consult the help and guidance provided by the developer of your internet browser and manufacturer of your computer or device if you are unsure about adjusting your privacy settings.

12. Contacting Us

If you have any questions about Our Site or this Privacy Policy, please contact Us by email at EU.DPO@thewarrantygroup.com or by post at TWENTY Kingston Road,

Staines-upon-Thames, Surrey TW18 4LG. Please ensure that your query is clear, particularly if it is a request for information about the data We hold about you (as under section 12, above).

13. **Changes to Our Privacy Policy**

We may change this Privacy Policy from time to time (for example, if the law changes). Any changes will be immediately posted on Our Site and you will be deemed to have accepted the terms of the Privacy Policy on your first use of Our Site following the alterations. We recommend that you check this page regularly to keep up-to-date.