

Introduction

This policy is published on Proforest websites. If required, additional clauses are to be added to websites with specific features (such as login details) which require additional safeguards.

This policy also includes our current cookie policy.

To ensure this policy is implemented, all staff, but in particular those who work with personal details which are gathered via the website, need to familiarise themselves with the **non-sensitive personal data procedure**.

General Website Privacy Policy

Proforest is committed to ensuring that your privacy is protected. Any personal information provided when using this website will only be used in accordance with this privacy statement.

What information do we collect?

Non-personal information

- Our web server logs all requests to the website and also logs your Internet Protocol (IP) address and the domain name of your Internet Service Provider (ISP). None of your personal details can be derived from this information.
- Aggregated (anonymous) website usage information is collected using cookies. For more information see our cookie policy below.

Personal information

- In certain specific cases you may choose to provide us with personal details, such as your name, email address, or phone number via this website, for instance via a form, survey or comment.

How will we use the information collected about you?

- We do not use the **non-personal information** we gather other than for analysing the use of our website.
- If you have provided us with your **personal information** we will use this information principally for the purpose for which you have provided this information, for example to process your registration, to reply to your query or to keep you informed on a certain issue.
- We may keep your contact details in our contacts database in order to be able to contact you in the future.
- We may use your email address to inform you about specific services, activities or events that we believe may be of interest to you. You can easily opt out from receiving this information by following the unsubscribe instructions provided at the bottom of the emails.

- We will not share your information with third parties outside the Proforest group unless you have agreed to this in advance, except in the following cases:
 - If it is necessary for providing you with the requested service we may share your personal information with a supplier, subcontractor or partner.
 - If the information we hold on you is also publicly available we may forward your contact details to a third party upon request, though never for marketing purposes.
- If it is necessary for providing you with the requested service, your information may be stored and processed in and transferred between any of the countries in which we operate.

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this webpage. This privacy policy was last updated in August 2012.

More information

If you have any questions about our privacy policy or the information we hold on you, or you want us to correct, update or delete your information, please email us on info@proforest.net or contact any of our offices.

Additional Clauses for HVC-RN website

- We may use your personal information to administer the website and enable you to use the services available on our website.
- Personal information that you submit for publication on the website will be published on the internet and may be available, via the internet, around the world. We cannot prevent the use or misuse of such information by others.

Cookie policy

A cookie is a small file containing a string of characters which is stored on your device (computer, phone, tablet) when you visit a website. When you visit that website again, the cookie allows the site to recognise your browser. Cookies may store specific information about users' browsing habits, such as their preferences and which pages they have visited. This information is anonymous; cookies do not store personal details about users.

This website uses a number of first-party cookies to enhance your use of this website as well as to provide us with information that we can use to improve the site. We do not make use of third-party cookies, so our cookies do not track your behaviour across different websites, only your visit(s) to this website. By continuing to use this website, we assume you agree to our use of cookies.

We use the following types of cookies on this website:

- **Cookies which are essential for parts of the website to operate**, such as the use of forms and logging in.
- **Functional cookies which are not strictly necessary, but enhance your user experience**, such as language settings.
- **Analytic cookies which are used to gather anonymous, aggregate information on how our users find and use our website**, such as search terms used to find our site

and how users navigate through the website. We use Google Analytics for this purpose, which places a number of first-party cookies on your device. The information generated by these cookies about your use of our website, as well as your IP address, will be transmitted to and stored by Google on servers in the United States. Google does not associate your IP address with any other data held by them. See for more information:

code.google.com/apis/analytics/docs/concepts/gaConceptsCookies.html. (You can also read the Privacy Policy for Google Analytics [here](#).)

Different cookies are stored for different lengths of time. For example, the cookie used to establish a unique user session expires 30 minutes after your last page view, but the cookie which allows us to identify whether you are a new or return visitor is set to expire after 2 years.

Most browsers allow you to control which type of cookies can be stored on your device. For more information see: www.aboutcookies.org. To opt out of receiving Google Analytics cookies, you can use the following browser add-on: tools.google.com/dlpage/gaoptout.

If you have any additional questions, please do not hesitate to [contact us](#).