



Cookies Policy

Last updated:16/04/2024

Autoguard Group is the formation of Autoguard Warranties, Best4, Fleetband, Sentience Automotive Solutions, and Warranty Administration Services.

BACKGROUND:

The following Cookie Policy applies to all of the websites under the following domains: autoguardwarranties.com, best4warranty.com, best4gap.com, autoguardgroup.co.uk, sentienceas.com, warrantyadmin.co.uk, warrantylogix.com, best4insurance.co.uk and shall be defined as “Our Sites” through this policy.

Our Sites use Cookies and similar technologies in order to distinguish you from other users. By using Cookies, We are able to provide you with a better experience and to improve Our Sites by better understanding how you use it. Please read this Cookie Policy carefully and ensure that you understand it. Your acceptance of Our Cookie Policy is deemed to occur if you continue using Our Sites. If you do not agree to Our Cookie Policy, please stop using Our Sites immediately.

1. Definitions and Interpretation

1.1.1 In this Cookie Policy, unless the context otherwise requires, the following expressions have the following meanings:

“Cookie”	means a small file placed on your computer or device by Our Sites when you visit certain parts of Our Sites and/or when you use certain features of Our Sites;
“Cookie Law”	means the relevant parts of the Privacy and Electronic Communications (EC Directive) Regulations 2003 and, where applicable, the UK GDPR;
“Personal data”	means any and all data that relates to an identifiable person who can be directly or indirectly identified from that data, as defined by the UK GDPR and the Data Protection Act 2018 (the “Data Protection Legislation”); and
“We/Us/Our”	means any company within Autoguard Group Limited, a limited company registered in England under company number 13746196, whose registered address is Building 5, Archipelago Office Park, Lyon Way, Camberley, GU16 7ER, and whose main trading address is Building 5, Archipelago Office Park, Lyon Way, Camberley, GU16 7ER.

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2. Information About Us

2.1.1 Our Sites are owned and operated by Autoguard Group Limited, a limited company registered in England under company number Building 5, Archipelago Office Park, Lyon Way, Camberley, GU16 7ER, and whose main trading address is Building 5, Archipelago Office Park, Lyon Way, Camberley, GU16 7ER.

2.1.2 We are regulated by Financial Conduct Authority (FCA). Our FCA number is 500640.

3. How Does Our Sites Use Cookies?

3.1.1 Our Sites 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 Sites and to provide and improve Our products and services. We have carefully chosen these Cookies and have taken steps to ensure that your privacy and personal data is protected and respected at all times.

3.1.2 By using Our Sites, you may also receive certain third party Cookies on your computer or device. Third party Cookies are those placed by websites, services, and/or parties other than Us. Third party Cookies are used on Our Sites for service enhancement and advertisement services. For more details, please refer to section 4 below.

3.1.3 All Cookies used by and on Our Sites are used in accordance with current Cookie Law. We may use some or all of the following types of Cookie:

3.1.3.a.1 **Strictly Necessary Cookies**

a) A Cookie falls into this category if it is essential to the operation of Our Sites, supporting functions such as logging in, your shopping basket, and payment transactions.

3.1.3.a.2 **Analytics Cookies**

b) It is important for Us to understand how you use Our Sites, for example, how efficiently you are able to navigate around it, and what features you use. Analytics Cookies enable us to gather this information, helping Us to improve Our Sites and your experience of it.

3.1.3.a.3 **Functionality Cookies**

c) Functionality Cookies enable Us to provide additional functions to you on Our Sites such as personalisation and remembering your saved preferences. Some functionality Cookies may also be strictly necessary Cookies, but not all necessarily fall into that category.

3.1.3.a.4 **Targeting Cookies**

d) It is important for Us to know when and how often you visit Our Sites, and which parts of it you have used (including which pages you have visited and which links you have visited). As with analytics Cookies, this information helps us to better understand you and, in turn, to make Our Sites and advertising more relevant to your interests. Some

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information gathered by targeting Cookies may also be shared with third parties.

3.1.3.a.5 Third Party Cookies

- e) Third party Cookies are not placed by Us; instead, they are placed by third parties that provide services to Us and/or to you. Third party Cookies may be used by advertising services to serve up tailored advertising to you on Our Sites, or by third parties providing analytics services to Us (these Cookies will work in the same way as analytics Cookies described above).

3.1.3.a.6 Persistent Cookies

- f) Any of the above types of Cookie may be a persistent Cookie. Persistent Cookies are those which remain on your computer or device for a predetermined period and are activated each time you visit Our Sites.

3.1.3.a.7 Session Cookies

- g) Any of the above types of Cookie may be a session Cookie. Session Cookies are temporary and only remain on your computer or device from the point at which you visit Our Sites until you close your browser. Session Cookies are deleted when you close your browser.

3.1.4 Cookies on Our Sites are not permanent and will remain no longer than necessary.

3.1.5 For more details of the personal data that We collect and use, the measures we have in place to protect personal data, your legal rights, and our legal obligations, please refer to our Privacy Policy.

3.1.6 For more specific details of the Cookies that We use, please refer to the table

3.1.7 Our Sites uses analytics services provided by Google and Fratelli. Website analytics refers to a set of tools used to collect and analyse anonymous usage information, enabling Us to better understand how Our Sites is used. This, in turn, enables Us to improve Our Sites and the products and services offered through it. You do not have to allow Us to use these Cookies, however whilst Our use of them does not pose any risk to your privacy or your safe use of Our Sites, it does enable Us to continually improve Our Sites, making it a better and more useful experience for you.

3.1.8 The analytics service(s) used by Our Sites use(s) analytics Cookies to gather the required information.

3.1.9 The analytics service(s) used by Our Sites use(s) the following analytics Cookies:

4. Consent and Control

- 4.1.1 Before Cookies are placed on your computer or device, you will be shown a pop-up 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

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unless those Cookies are strictly necessary; however certain features of Our Sites may not function fully or as intended.

- 4.1.2 In addition to the controls that We provide, you can choose to enable or disable 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.
- 4.1.3 The links below provide instructions on how to control Cookies in all mainstream browsers:
 - 4.1.3.a.1 Google Chrome: <https://support.google.com/chrome/answer/95647?hl=en-GB>
 - 4.1.3.a.2 Microsoft Internet Explorer: <https://support.microsoft.com/en-us/kb/278835>
 - 4.1.3.a.3 Microsoft Edge: <https://support.microsoft.com/en-gb/products/microsoft-edge> (Please note that there are no specific instructions at this time, but Microsoft support will be able to assist)
 - 4.1.3.a.4 Safari (macOS): https://support.apple.com/kb/PH21411?viewlocale=en_GB&locale=en_GB
 - 4.1.3.a.5 Safari (iOS): <https://support.apple.com/en-gb/HT201265>
 - 4.1.3.a.6 Mozilla Firefox: <https://support.mozilla.org/en-US/kb/enable-and-disable-Cookies-website-preferences>
 - 4.1.3.a.7 Android: <https://support.google.com/chrome/answer/95647?co=GENIE.Platform%3DAndroid&hl=en> (Please refer to your device's documentation for manufacturers' own browsers)

5. Changes to this Cookie Policy

- 5.1.1 We may alter this Cookie Policy at any time. Any such changes will become binding on you on your first use of Our Sites after the changes have been made. You are therefore advised to check this page from time to time.
- 5.1.2 In the event of any conflict between the current version of this Cookie Policy and any previous version(s), the provisions current and in effect shall prevail unless it is expressly stated otherwise.

6. Further Information

- 6.1.1 If you would like to know more about how We use Cookies, please contact Us at marketing@autoguardgroup.co.uk, by telephone on 03432 271 499, or by post at Building 5, Archipelago Office Park, Lyon Way, Camberley, GU16 7ER.



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