

Cookies Policy



What are cookies?

Cookies are small files that get put on your computer by websites as you surf them. These cookies can store lots of information which can have privacy implications. We like to think all the cookies used on this site are fairly innocuous but that's for you to judge. We also make use of temporary "Session Cookies" to determine if you have logged into the password protected areas of our website. These only exist while your web browser is open and are wiped as soon as you close the window.

Anonymous tracking software

We use Google Analytics (just like virtually everybody else) a service provided by Google. They gather anonymous data on how people are using this site and then provide us with visitor statistics, details of page views etc. You can think of it as being a bit like CCTV but one that automatically blurs your face so we can see what people have done, but not who. If you are anti-Google you can opt-out of being tracked by Google Analytics at <http://tools.google.com/dlpage/gaoptout> (we'd prefer you didn't though as this data is seriously helpful to us in improving our website).

Third party website widgets

We also embed some page elements from trusted third parties so that we can provide you with features like Interactive Maps, Like Buttons and Videos. Collectively they make our website more interesting to you as a site visitor however most of these come with their own cookies. They are:

- Facebook
- Twitter
- YouTube
- Vimeo
- Google (Maps + Plus)
- ShareThis

Since we do not control these cookies we cannot guarantee what they do but we are confident that they value your privacy just as much as we do. In many cases the cookies are used to generate identical information to Google Analytics (see above) and indeed use Google Analytics, so opting-out of Google Analytics will also opt you out of these cookies too.

How do I opt out?

You can opt out of Google analytics and other Google services here –

<http://tools.google.com/dlpage/gaoptout> and <https://www.google.com/dashboard/>

You can control how Facebook tracks your behaviour online here –

https://www.facebook.com/settings/?tab=privacy&ion=applications&field=instant_personalization

You can control how Twitter handles your personal information here – <https://twitter.com/privacy>

You can learn more about privacy and Vimeo here – http://vimeo.com/faq#privacy_settings_do

You can opt out of ShareThis tracking here – <http://www.sharethis.com/privacy>

While we would love to offer a cookie-free version of our site we simply do not have the resources to provide and maintain one. Unfortunately if you are really anti-cookie then there is no option except to not use our site. You can remove any cookies we have already put on your machine within your browser settings – pressing Ctrl+Shift+Delete may work in many cases. We will be sorry to see you go!

TOTAL RESOURCES LTD is committed to protecting your privacy. This privacy statement explains how we collect and use information on www.totalresources.co.uk (the “Site”) – it does not apply to any offline products or services. By accessing our site, you are consenting to the information collection and use practices described in this privacy statement.

What is personal information?

Personal information is any information that could be used to identify you. The personal information we collect may include your name, title, company or organization name, work e-mail, work phone, work or home address, information about your job function, information about your company and credit card details for the purchase of TOTAL RESOURCES LTD products or services.

We do not store credit card details nor do we share customer details with any third parties.

Why are you collecting my personal information?

The information requested on this Site is required to process your request for more information about our company, services and products. Access to this information will be restricted to TOTAL RESOURCES LTD employees and administrators who are responsible for the marketing and administration of TOTAL RESOURCES LTD services. Your consent to the use of personal information to offer you products and services is optional, and if you wish to discontinue such use write to: admin@totalresources.co.uk .

How will you use my personal information?

The personal information collected on this Site will be used to operate the Site and to provide the service(s) or carry out the transaction(s) you have requested. In support of these uses, TOTAL RESOURCES LTD may use personal information to provide you with more effective customer service and/or to provide you with important information about the product or service that you are using, including critical updates and notifications. Additionally, we may send you information about other TOTAL RESOURCES LTD products and services.

How do I control TOTAL RESOURCES LTD use of my personal information?

Except as otherwise described in this statement, personal information you provide on the Site will not be shared outside of TOTAL RESOURCES LTD employees or administrators who are responsible for the marketing and administration of TOTAL RESOURCES LTD services without your permission. As described below in the next section, you can access your personal information.

How do I access my personal information?

If you wish to access the personal information we hold about you, please send an email to: admin@totalresources.co.uk

How does TOTAL RESOURCES LTD protect the security of my personal information?

TOTAL RESOURCES LTD is committed to protecting the security of your personal information. We use a variety of security technologies and procedures to help protect your personal information from unauthorised access, use, or disclosure. For example, we store the personal information you provide on computer servers with limited access that are located in controlled facilities.

How can I provide comments on your privacy statement?

TOTAL RESOURCES LTD welcomes your comments regarding this privacy statement. If you believe that TOTAL RESOURCES LTD has not adhered to this privacy statement, please write to us via postal mail at the address provided below, and we will use commercially reasonable efforts to promptly determine and remedy the problem.

Contact us at admin@totalresources.co.uk

Opt-Out Option

You may have your personal/contact information removed from our databases by e-mailing us on admin@totalresources.co.uk and we will remove your contact information within 24-48 hours.