

ERGO – PRIVACY POLICY

We respect your privacy and are committed to protecting the personal information that you decide to share with us.

Information we collect

We only obtain personal information that visitors to our website, www.ergold.com, voluntarily and knowingly provided. To measure the performance and to continually improve the quality of our website, we do however collect some generic information about our visitors. This information may include: your IP address, browser type, operating system, domain name, access times and referring website addresses.

Ergo collects personal information through this website when a visitor registers to receive news or information about our products, sends us an e-mail or participates in another site feature. In each of the instances above, we may ask for a name, e-mail address, mailing address, phone number or other information.

How we use personal information

When visitors supply information about themselves for a specific purpose, we will use the information solely for that purpose.

We do not sell individual's information obtained online and we will not disclose the personal information provided to us via the website to parties unaffiliated with Ergo, unless specifically authorised.

We use a variety of third party contractors to perform services such as website management, hosting and email marketing. In such instances, personal information may be shared with these agents or contractors but only for the purpose of performing services on behalf of Ergo and in accordance with this privacy policy.

As part of the registration process for our monthly e-newsletter, we collect personal information. We use that information for a couple of reasons: to tell you about things you've asked us to tell you about; to contact you if we need to obtain or provide additional information; to check our records are right and to check every now and then that you're happy and satisfied. We don't rent or trade email lists with other organisations and businesses.

We use a third-party provider, Constant Contact, to deliver our newsletter. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. For more information, please see Constant Contact's privacy notice [here](#). You can unsubscribe to general mailings at any time by clicking the unsubscribe link at the bottom of our emails or by emailing GDPR@ergold.com. Please note that due to email release schedule subscribers who decide to opt-out may receive any emails already in production.

Where applicable, we will provide visitors with the opportunity to "opt in" to receiving direct marketing information. In other cases, the consent to collecting and using personal information in accordance with this policy will be assumed, unless affirmative action to indicate the visitor does not consent is taken. In any event, we will always give the opportunity to "opt out" of receiving direct marketing, even if previously "opted in".

Security

We use a variety of measures and security technologies to help protect personal information. We store personal information in secured computer servers that are located in controlled facilities and are only accessible by employees who have special access rights to such systems and are required to keep the information confidential. All sensitive/credit information supplied is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our databases to be only accessed as stated above. If at any time a customer would like to make a purchase but do not want to provide credit card information online, an Ergo sales representative can be contacted over the telephone.

Use of cookies and tracking technologies

Cookies are small files that a website transfers to a computer's hard drive through the web browser to enable the site's or service provider's systems to recognise the web browser in use and capture and remember certain information.

We use cookies to understand preferences based on previous or current website traffic and interactions so that we can offer a better experience in the future.

We may contract with third-party service providers to assist us in better understanding our site visitors. These service providers are not permitted to use the information collected on our behalf except to help us conduct and improve our business.

If a visitor prefers not to receive cookies while browsing our website, the web browser can be set to alert each time a cookie is being sent or to turn off all cookies. In case this is done through the browser settings, the visitor won't have access to some features that make our website experience more efficient and some of our services may not function properly.

The site uses Google Analytics to understand how visitors make use of our content and work out how we can improve the website performance. These cookies follow the actions through our website, collecting anonymous data on where visitors come from, which pages they visited and how much time they spent on the website.

This data is stored by Google in order to create reports. These cookies do not store personal data. The cookies for Google Analytics are created automatically unless the visitor's browser is set to refuse them. Visitors can set their browsers to accept or reject all, or certain, cookies. All recent versions of most browsers give users a level of control over cookies.

Third party websites

Our website may include links to other websites that are operated by third parties. These linked websites have separate and independent privacy policies. We do not share personal information with those websites, nor do we have responsibility or liability for the content and activities of these linked sites.

Your consent

By using our website, you consent to our privacy policy.