

## Privacy Policy

The Cascade Cash Management Portal (**Portal**) is brought to you by Cascade Cash Management Limited (CRN: 09212233) whose registered office is at Keel House, Garth Heads, Newcastle upon Tyne, NE1 2JE (**we, our or us**). We are committed to protecting and respecting your privacy.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting the Portal you are accepting and consenting to the practices described in this policy.

For the purpose of the Data Protection Act 1998 (the **Act**), we are the data controller (i.e. the company who is responsible for, and controls the processing of, your personal data).

### I. **Information we may collect from you**

We may collect and process the following data about you:

#### I.1 **Information you give us**

You may give us information about you by filling in forms on our Portal or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you register to use our Portal, access support for the Portal and if you report a problem with our Portal. The information you give us may include your name, company name, company address, e-mail address, telephone number and mobile phone number. It may also include confidential financial information such as banking details, where applicable.

#### I.2 **Information we collect about you**

With regard to each of your visits to our Portal we may automatically collect technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform.

This information helps us to provide the service and support to our users. Some of this data will be aggregated or statistical, which means that we will not be able to identify you individually.

## 2. **Information about other individuals**

- 2.1 If you give us information on behalf of someone else, you confirm that the other person has appointed you to act on his/her behalf and has agreed that you can give consent on his/her behalf to the processing of his or her personal data and receive on his/her behalf any data protection notices.

## 3. **Monitoring**

We may monitor and record communications with you (such as telephone conversations and emails) for the purpose of quality assurance, improvements to our services, training, fraud prevention and compliance.

## 4. **Uses made of the information**

We use information held about you in the following ways:

### 4.1 **Information you give to us**

We will use this information:

- 4.1.1 to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us;
- 4.1.2 to provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about;
- 4.1.3 to provide you, or permit selected third parties to provide you with information about goods or services we feel may interest you. If you are an existing customer, we will only contact you by electronic means (e-mail or SMS) with information about goods and services similar to those which were the subject of a previous sale or negotiations of a sale to you. If you are a new customer, and where we permit selected third parties to use your data, we (or they) will contact you by electronic means only if you have consented to this. If you do not want us to use your data in this way, or to pass your details on to third parties for marketing purposes, please tick the relevant box situated on the form on which we collect your data;
- 4.1.4 to notify you about changes to our service;

- 4.1.5 to ensure that content from our Portal is presented in the most effective manner for you and for your computer.

## 4.2 **Information we collect about you**

We will use this information:

- 4.2.1 to administer our Portal and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- 4.2.2 to improve our Portal to ensure that content is presented in the most effective manner for you and for your computer;
- 4.2.3 to allow you to participate in interactive features of our service, when you choose to do so;
- 4.2.4 as part of our efforts to keep our Portal safe and secure;
- 4.2.5 to make suggestions and recommendations to you and other users of our Portal about goods or services that may interest you or them.

## 4.3 **Information we receive from other sources**

We may combine this information with information you give to us and information we collect about you.

We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

## 5. **Disclosure of your information**

- 5.1 We may share your personal information with any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.
- 5.2 We may share your information with selected third parties including business partners, suppliers and sub-contractors for the performance of any contract we enter into with them or you.
- 5.3 We may disclose your personal information to third parties:
  - 5.3.1 in the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
  - 5.3.2 if all, or substantially all, of our assets are acquired by a third party, in which case personal data held by us about our customers will be one of the transferred assets.
  - 5.3.3 if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our Portal Terms and Conditions; or to protect the

rights, property, or safety of us, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

## 6. **Cookies**

6.1 A cookie is a small text file which is placed onto your computer (or other electronic device) when you access our Portal. We use cookies on the Portal to:

6.1.1 retain information about your preferences relating to our Cookie notification banner;

6.1.2 ensure that you are a valid and authenticated user of the system; and

6.1.3 make your system experience more efficient.

6.2 The information we obtain from our use of cookies will not usually contain your personal data. Although we may obtain information about your computer or other electronic device such as your IP address, your browser and/or other internet log information, this will not usually identify you personally.

6.3 In most cases we will need your consent in order to use cookies on the Portal. The exception is where the cookie is essential in order for us to provide you with a service you have requested.

6.4 If you visit the Portal when your browser is set to accept cookies, we will interpret this as an indication that you consent to our use of cookies and other similar technologies as described in this Privacy Policy. If you change your mind in the future about letting us use cookies, you can modify the settings of your browser to reject cookies.

### 6.5 **Third-party cookies**

Third-party suppliers may also set cookies when you access our Portal, for example Microsoft, Google, Firefox or Apple web browsers as well as Adobe or other PDF tools. These third-party suppliers are responsible for the cookies they set on our Portal. If you want further information please go to the website for the relevant third party.

## 6.6 Description of cookies

The table below is designed to provide more information about the cookies we use and why:

Name of Cookie	Purpose for the cookie
ccm-portal	This is a web service that will check to ensure that you are authenticated when you sign into our Portal;
ARRAffinity	This is a web service that will ensure that your Portal session will connect to the same web server when the system is load balanced to improve performance;
__RequestVerificationToken	A web service that prevents malicious cyber-attacks on the system;
cookieconsent_dismissed	This records your acknowledgement of the Cookie notification banner to prevent it from re-appearing on every visit to the Portal.

## 6.7 How to turn off cookies

If you do not want to accept cookies, you can change your browser settings so that cookies are not accepted. If you do this, please be aware that you will not be able to access our Portal. For further information about cookies and how to disable them please go to: [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org)

## 7. Where we store your personal data

7.1 In order to provide services to you we may be required to transfer or store your personal information to parties located outside of the European Economic Area (EEA) in countries that do not have data protection laws equivalent to those in the UK. Where this is the case we will take reasonable steps to ensure the privacy of your information and will seek your permission under current legislation before knowingly doing so.

7.2 All information you provide to us is stored on our secure servers. Where we have given you (or where you have chosen) a password which enables you to access our Portal, you are responsible for keeping this password strictly confidential. We ask you not to share your password with anyone.

## 7.3 Security

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data through the use of SSL technology, we cannot guarantee the

security or integrity of your data transmitted to our Portal and you acknowledge that any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

## 8. **Your rights**

### 8.1 **Marketing**

You have the right to ask us not to process your personal data for direct marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at:

Data Protection Officer  
Cascade Cash Management  
Keel House  
Garth Heads  
Newcastle upon Tyne  
NE1 2JE

### 8.2 **Access to information**

Subject to certain exceptions, you are entitled to have access to your personal and sensitive personal data held by us. You may be charged a fee (subject to the statutory maximum) for supplying you with such data.

### 8.3 **Data Corrections**

You have the right to require us to correct any inaccuracies in your data free of charge. You can also exercise this right at any time by contacting us using the address as specified in 8.1 and

8.3.1 providing us with enough information to identify you (e.g. account number, username, registration details); and

8.3.2 specifying the information that is incorrect and what it should be replaced with.

9. **Changes to our privacy policy**

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

10. **Contact**

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to [admin@cascade.co.uk](mailto:admin@cascade.co.uk) or in writing to the address as specified in 8.1.