

Cookie and Privacy Policy

National Counties Building Society (“we” or “us”) is committed to protecting your privacy and keeping your personal information secure. As a general rule, we only collect personal information when you apply for products or carry out transactions with us. When you open an account with us, details of how we will use your personal information will be contained in the relevant application form, accompanying documentation and product terms and conditions.

This Privacy Policy relates solely to information supplied by you via this website (ncbs.co.uk) and sets out our current policies and procedures in relation to the protection of your data. We may change this Privacy Policy from time to time. Any changes will take effect once the revised Privacy Policy is available on our website so we suggest you check it regularly.

What we do with your data

You can visit our website without telling us who you are or revealing any information about yourself. However, where personal information is supplied by you, we will not disclose information about you or your accounts to anyone, other than where we have your consent, or where we are compelled or allowed by law to do so. Your details will be stored and held by us on computer databases or otherwise solely for the purposes of:

- providing you with the information or service(s) you have requested;
- sending you information about our products and services, and those of selected third parties, where you have consented to this;
- carrying out statistical and market analyses to enable us to review, develop and improve the products and services we offer. We will not hold your personal information for any longer than is necessary for these purposes.

Access to your information

You have a right of access to your personal records and to ask for any inaccuracies in the data we hold to be corrected. Should you wish to do so, or to exercise other rights you have under data protection law, please write to National Counties Building Society, FREEPOST, Ebbisham House, 30 Church Street, Epsom, Surrey KT17 4BR. For more information on your rights, please visit our website:

ncbs.co.uk/how-we-use-personal-information

Other websites

Links within this website to external websites are not covered by this policy. Please read the privacy policies of any other sites separately.

Emails

If you use standard email to communicate with us, you should be aware that we cannot guarantee that your information remains confidential while in transit and we recommend that you keep the amount of confidential information you send to us via email to a minimum. For security we will not include any confidential information about you in any email we send to you.

If you have registered for our Online service we recommend that you always use the secure message service to contact us.

Alternatively, we can communicate with you via our Secure Messaging Portal, powered by Mimecast. The Mimecast system is designed to protect your data against unauthorised access, disclosure and loss. The Secure Messaging Portal within the Mimecast system offers a safe and straightforward way for us to discuss account specific information with you, securely send you electronic files, or securely receive electronic files from you.

To access a secure message from us or to send a secure message to us using the Mimecast system, you'll need to log in to our dedicated Secure Messaging portal (*nationalcountiesbuildingsociety.login-uk.mimecast.com*). The first time you use the secure message system to access a message from us, you'll receive a separate email containing your login information and then you'll be prompted to change your password at the first login (after this you can change your password whenever you wish).

You'll only be able to send us a message once we've initiated your portal login (which happens when we first send a message to you via the portal). So, if you haven't received any messages from us via the Secure Messaging portal but would like to use the portal to send a secure message to us, please just call us and we'll be happy to set you up.

Cookies

Cookies are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site.

Cookies are small text files that are placed on your personal computer (PC) or mobile device by websites that you visit. The server then sends a cookie back to the originating website each time you subsequently visit it.

How we use cookies

We use cookies to:

- collect anonymous information that will help us to understand visitors' browsing habits on our website;
- compile statistical reports on website activity e.g. the number of visitors and the pages they visit;
- temporarily store any information which you may enter in tools on our website;
- in some cases, remember information about you when you visit our site. We may need to do this to provide some of our services.

We do not make any attempt to find out, by means of the cookies, the identities of individuals visiting our website.

Cookie categories

Cookies can be either **session cookies** or **persistent cookies**.

Session cookies are temporary and are deleted as soon as you close your browser. Session cookies do not contain personally identifiable information.

Persistent cookies are stored on your PC or mobile device until they expire or you remove them. Persistent cookies can store your personal preferences for a website, removing the need to reapply preferences when a website is revisited. Persistent cookies can have long expiry dates upon which they are automatically deleted. Alternatively, users can delete cookies manually via their internet browser settings.

We use the following types of cookies in this website (based on the International Chamber of Commerce guide for cookie categories):

- Strictly necessary
- Performance
- Functionality

Strictly necessary

Strictly necessary cookies are essential in order to enable you to move around the website and use its features, such as accessing secure areas of the website. We do not need to ask for your consent to use these cookies.

Performance

Performance cookies collect information about how you use our website, for instance, which pages you visit, and if you get error messages from web pages. These cookies don't collect any information that could identify you. All the information collected is aggregated, and therefore anonymous, and is only used to help us improve how our website works, understand what interests visitors to our website and measure how effective our advertising is.

Functionality

Functionality cookies allow the website to remember choices you make, such as changes you have made to the text size, fonts and other parts of web pages that you can customise.

See full details of all our cookies below.

Consent

You may set your cookie consent preferences using the cookie consent preference manager on the website.

Managing/blocking cookies

You can block or delete cookies from this site in your browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.allaboutcookies.org.

However, please remember that cookies are often used to enable and improve certain functions on our website. If you decide not to allow some or all of the cookies on our site, we cannot guarantee how our site will perform for you and certain parts of the site may not work.

The following cookies are used on www.ncbs.co.uk:

Cookie List

A cookie is a small piece of data (text file) that a website – when visited by a user – asks your browser to store on your device in order to remember information about you, such as your language preference or login information. Those cookies are set by us and called first-party cookies. We also use third-party cookies – which are cookies from a domain different than the domain of the website you are visiting – for our advertising and marketing efforts. More specifically, we use cookies and other tracking technologies for the following purposes:

Strictly Necessary Cookies

These cookies are necessary for the website to function and cannot be switched off in our systems. They are usually only set in response to actions made by you which amount to a request for services, such as setting your privacy preferences, logging in or filling in forms. You can set your browser to block or alert you about these cookies, but some parts of the site will not then work. These cookies do not store any personally identifiable information.

Cookie Subgroup	Cookies	Cookies used
www.ncbs.co.uk	AWSALB, OptanonAlertBoxClosed, ASP.NET_SessionId, OptanonConsent, AWSALBCORS	First Party

Performance Cookies

These cookies allow us to count visits and traffic sources so we can measure and improve the performance of our site. They help us to know which pages are the most and least popular and see how visitors move around the site. All information these cookies collect is aggregated and therefore anonymous. If you do not allow these cookies we will not know when you have visited our site, and will not be able to monitor its performance.

Cookie Subgroup	Cookies	Cookies used
co.uk	_gclxxx	First Party
ncbs.co.uk	_ga, _gid, _gat_UA-	First Party

Functionality Cookies

These cookies enable the website to provide enhanced functionality and personalisation. They may be set by us or by third party providers whose services we have added to our pages. If you do not allow these cookies then some or all of these services may not function properly.

Cookie Subgroup	Cookies	Cookies used
ncbs.co.uk	_lo_v, _gd#####	First Party

Targeting Cookies

These cookies may be set through our site by our advertising partners. They may be used by those companies to build a profile of your interests and show you relevant adverts on other sites. They do not store directly personal information, but are based on uniquely identifying your browser and internet device. If you do not allow these cookies, you will experience less targeted advertising.

Cookie Subgroup	Cookies	Cookies used
ncbs.co.uk	__lotl, _lorid	First Party

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