**COOKIE POLICY**

Richard Baldwin Motorhomes LLP (RBM) as data controllers and our responsibilities :-

RBM is responsible for, and is the Data Controller of, your personal information that it receives through our website, our service and our sales departments and our shop.

**COOKIES**

What are Cookies ?

Cookies are small text files that are downloaded to your computer or mobile device when you visit most websites. We use the term ‘cookie’ to refer to cookies and technologies that perform similar functions.

We use cookies to make our websites work, or work more efficiently, as well as to provide information on how our websites are used to ensure they are as up to date, relevant and error free as possible.

Cookies help our websites recognise your device and remember if you have visited the website before. They also enable us to enhance your user experience on our site through learning what information interests you.

The cookies used by us are based on the International Chamber of Commerce guide for cookie categories:

Strictly necessary – Performance – Functionality – Targeting / Advertising.

What do different cookies do?

**‘Strictly Necessary’ cookies**

These are essential to the operation of our Websites; enabling you to navigate and use different features. Without these essential cookies, we cannot guarantee access to the services we provide through our websites, or be sure how the websites will perform during your visit.

Without Strictly Necessary cookies our Websites and back-end services would not work. If you remove or disable these cookies, we cannot guarantee that you will be able to use our Websites.

We do not use Strictly Necessary cookies to collect information about you for marketing purposes; or track your internet activity on other websites.

**‘Performance’ cookies**

These collect information about how our websites operate so we can improve how they work by monitoring which pages are visited, measuring any errors that occur etc. These cookies don't collect any information that could identify you as an individual; all the information collected is aggregated and therefore anonymous.

Performance cookies collect information about how visitors use our Websites. They allow us to recognise and count the number of visitors, and to see how visitors move around our Websites.

Our use of Performance cookies include: analysing how visitors use our website; recording any errors that occur; testing different designs of our website; and measuring the effectiveness of our marketing.

**‘Functionality’ cookies**

These allow our websites to remember choices you have made so we can personalise our content for you and certain navigation elements of the website to enhance your browsing experience. They are essential to effective operation of our websites, particularly in relation to on-line transactions. They can also enable us to remember setting choices you make to improve your visit.

We do not use Functionality cookies to target you with adverts on other websites.

**‘Targeting / Advertising’ cookies**

These are used to enhance your experience of our websites by collecting information about how you browse the websites so we can make our content and marketing communications more relevant to you and your interests. Some of these are ‘session cookies’, which stay in place only for the duration of your visit to our website. These are deleted at the end of your browsing session. Others are ‘persistent cookies’, which remain on your device for a period of time after you have left the website.

These cookies also allow you to ‘like’ and ‘share’ our pages via social networking sites such as Facebook.

This information may be used to trigger direct communications with you, for example, to send you automated emails tailored to your interests, unless you have opted out of receiving marketing materials from us.

You can control whether or not Marketing cookies are used, however, if you block them, we may not be able to offer you certain functionality.

What do I need to do?

The cookie settings on our websites are set to ‘allow all cookies’ to improve the overall performance of our website and give you the best user experience.

If you click ‘OK’, you consent to this and you do not need to do anything further.

What if I don't want cookies?

You can choose to restrict or block cookies through your browser settings at any time.

Further details on how to disable cookies for the most popular browsers are set out below: -

For Microsoft Internet Explorer: Choose the menu “tools” then “Internet Options” Click on the “privacy” tab Select the setting the appropriate setting

For Google Chrome: Choose Settings> Advanced Under "Privacy and security," click “Content settings”. Click “Cookies”

For Safari: Choose Preferences > Privacy Click on “Remove all Website Data”

For Mozilla firefox: Choose the menu “tools” then “Options” Click on the icon “privacy” Find the menu “cookie” and select the relevant options

For Opera 6.0 and further: Choose the menu Files”> “Preferences” Privacy

For more information about how to do this, and about cookies in general, visit www.allaboutcookies.org and www.youronlinechoices.eu

Please note certain cookies may be set as soon as you visit a Website, but you can remove them using your browser settings.

What happens if I disable cookies ?

This depends on which cookies you disable, but in general the website may not operate properly if cookies are switched off. If you only disable third party cookies, you will not be prevented from making purchases on our sites. If you disable all cookies, you will be unable to complete a purchase on our sites.

Third-party cookies

When you visit the Website you may notice some cookies that are not related to us. When you visit a page that contains embedded content, for example from YouTube, Facebook, Linkedin etc you may be sent cookies from these websites. We don't control the setting of these cookies, so we suggest you check the third-party websites for more information about their cookies and how to manage them.

Further information about cookies

If you'd like to learn more about cookies in general and how to manage them, visit aboutcookies.org

Please note we're not responsible for the content of external websites.