

Cookie Policy

Last updated 01/03/2020

Cookies are short text files stored on a user's device (such as a computer, tablet or phone) by a website.

They are used for the technical functioning of a website or for gathering statistics.

Cookies are also typically used to provide a more personalised experience for a user, for example when an online service remembers your user profile without you having to log in.

When you visit our website, we may collect some data on your browsing experience such as your IP address, the website page you visited, when you visited and the website page you were redirected from.

This information is used to gather aggregated and anonymous statistics with a view to improving our services and to enhance your user experience.

When you visit our website, we will keep the browser history of your visit for a maximum of 13 months. This information will then be deleted.

Should you wish to opt your data out of our anonymised, aggregated statistics, you can do so [here](#).

Which kinds of personal data does the website process?

We process the personal data submitted by website visitors. This will include names, contact details as well as the content of the complaint (in so far as the latter qualify as personal data).

Who may receive my personal data?

The case file containing your personal data is accessible to relevant members of our staff. All access to case files is logged.

What are my rights?

You are entitled to access the personal data we hold about you and to have it rectified where necessary. In certain cases, you also have the right to have your data blocked or erased or to object to its processing. For more information, please see Articles 13 to 19 of the Regulation.

To exercise any of these rights, please contact us using our contact form. We will reply within three months. Please note that in some cases restrictions under Article 20 of the Regulation may apply.

How long do you keep my data?

We keep log files - including your personal data - for up to two years.

Who can I contact?

You can contact us as follows:

- email: GDPR@wallscope.net
- You can find complete contact information on [our website's contact page](#).

Google Analytics

We use Google Analytics, a web analytics service provided by Google, Inc. (“Google”). Google Analytics uses cookies, which are text files placed on your computer, to help the website analyse how users use the site. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States.

In case of activation of the IP anonymisation, Google will truncate/anonymise the last octet of the IP address for Member States of the European Union as well as for other parties to the Agreement on the European Economic Area. Only in exceptional cases, the full IP address is sent to and shortened by Google servers in the USA.

On behalf of the website provider Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage to the website provider. Google will not associate your IP address with any other data held by Google.

You may refuse the use of cookies by selecting the appropriate settings on your browser. However, we point out that if you do this, you may not be able to use the full functionality of this website.

Opting out



By default, the browsing experience of website visitors is tracked by Google Analytics in order to produce anonymised statistics.

Furthermore you can prevent Google's collection and use of data (cookies and IP address) by downloading and installing the browser plug-in available under <https://tools.google.com/dlpage/gaoptout?hl=en>. Please note that on this website, Google Analytics code is supplemented by "gat._anonymizeIp();" to ensure an anonymised collection of IP addresses (so called IP-masking).

Do not track preferences

'Do not track' is a function that allows visitors to opt out from being tracked by websites for any purpose including the use of analytics services, advertising networks and social platforms. Do not track options are available in a number of browsers including:

- [Firefox](#)
- [Chrome](#)
- [Safari](#)
- [Opera](#)

If you enable 'do not track' in your web browser, Google Analytics will respect your choice. You will not be tracked. This is in addition to you opting-out of the aggregation and analysis of data for our website statistics;

If you have disabled all cookies from your browser, we will still collect some general data about your browsing (e.g. a record of a visitor to our website) but they will be less accurate and your visit will not be tracked.

