

# COOKIE POLICY

## CURTIS BANKS GROUP

JULY 2023



***This Cookie Policy applies to all products, applications and services offered by the Curtis Banks Group for the purposes of the General Data Protection Regulations (the Act).***

***We understand that protecting your privacy on the internet - particularly in the financial sector - is important. We have created this Cookie Policy to demonstrate our commitment to secure and trustworthy internet commerce and your privacy.***

***This cookie policy should be read in conjunction with our Privacy Information Notice which can be found on our website <https://www.curtisbanks.co.uk/privacy-information-notices/>***

### Accessing our services

If you experience difficulties accessing any of our services due to personal circumstances, we may be able to make some adjustments to help you. Please contact our SIPP Support Team on 01473 296969 or [sippsupportteam@curtisbanks.co.uk](mailto:sippsupportteam@curtisbanks.co.uk) to discuss any support adjustments that may be available to you.

### 1. Who we are

Curtis Banks Limited, 3 Temple Quay, Bristol, BS1 6DZ and Suffolk Life (including Suffolk Life Annuities Limited and Suffolk Life Pensions Limited (which also trades as Curtis Banks Pensions)), 153 Princes Street, Ipswich, IP1 1QJ are the Data Controllers.

Curtis Banks Limited is part of Curtis Banks Group plc which also includes Suffolk Life Annuities Limited and Suffolk Life Pensions Limited and associated companies (“the Curtis Banks Group”) any of whom may act as Data Processors.

The Data Protection Officer (DPO) for the Curtis Banks Group is James Keely ([DPO@curtisbanks.co.uk](mailto:DPO@curtisbanks.co.uk) Tel 0370 414 7000).

### 2. Cookies

Cookies are small text files which are transferred from our websites, applications or services and stored on your device. We use cookies to help us provide you with a personalised service, and to help make our websites, applications and services better for you.

The Curtis Banks Group website uses Cookies to distinguish you from other users of our website and to help us improve our personalised services and make our website, applications and services more efficient.

***The Curtis Banks Group uses the following different types of Cookies***

Curtis Banks Group plc (registered number 07934492) and Curtis Banks Limited (registered number 06758825) are companies registered in England & Wales with their registered addresses at 3 Temple Quay, Bristol BS1 6DZ. Tel: 0117 910 7910 Fax: 0117 929 2514. Curtis Banks Limited is authorised and regulated by the Financial Conduct Authority (number 492502). Curtis Banks Pensions is a trading name of Suffolk Life Pensions Limited. Suffolk Life Pensions Limited is a company registered in England & Wales (registered number 1180742) and is authorised and regulated by the Financial Conduct Authority (number 116298). Suffolk Life Annuities Limited is a company registered in England & Wales (registered number 1011674) and is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (number 110468). The registered address of both companies is 153 Princes Street, Ipswich, Suffolk IP1 1QJ. Tel: 0370 414 7000 Fax: 0370 414 8000. Call charges will vary. We may record and monitor calls. If you're contacting us by email, please remember not to send any personal, financial or banking information because email is not a secure method of communication. SL124.202307 July 2023

### **Session Cookies:**

Temporary cookies that identify and track users within our websites, applications or services, which are deleted when you close your browser, or leave your session.

### **Persistent Cookies:**

Cookies that enable our website, applications or services to “remember” who you are and your preferences within our websites, applications or services and which will stay on your computer or device after you close your browser or leave your session in the application or service.

### **Necessary Cookies:**

Cookies which are required for our websites, applications or services to function properly. Without these essential cookies, services you have specifically asked for cannot be provided (e.g: cookies that allow you to access secure areas of our website).

### **Analytics Cookies:**

Cookies that collect information about how you use our websites, applications and services, for instance which functionality you use most often, and if you get error messages from areas of the websites, applications or services.

**Please Note:** These cookies do not collect information that identifies you, all information collected by these cookies is aggregated and therefore anonymous (e.g: to improve how our website, applications & services work).

### **Functionality Cookies:**

Cookies which allow our websites, applications and services to remember choices you make such as your username, language or the region you are in, and provide enhanced, more personal features.

They can also be used to remember changes you have made to text size, fonts and other parts of web pages that you can customise and to provide services you have asked for (e.g: The information these cookies collect may be anonymised to stop any tracking of your browsing activity on other websites).

### **Marketing Cookies:**

The Curtis Banks Group does not currently use targeting or advertising cookies through our websites. These cookies could be used to deliver adverts relevant to you and your interests. They could also be used to limit the number of times you see advertisements as well as help measure the effectiveness of the advertising campaign, usually placed by advertising networks with the website operators’ permission.

### **Web Beacons & Parameter Tracking:**

We may use cookies and similar software known as web beacons to count users who have visited our website after clicking through from one of our advertisements on another website or in emails and to collect details of any products or services purchased. These web beacons collect limited information which does not identify particular individuals. It is not possible to refuse the use of web beacons. However, because they are used in conjunction with cookies, you can effectively disable them by setting your browser to restrict or block cookies.

### **Google Analytics Cookies:**

Google Analytics Cookies are used to collect information about how you use our website, view information, products, investments or on-line tools, in order to compile reports to help us improve our websites. Cookies collect information in an anonymous form, including the number of visitors to the site, the name of your Internet Service Provider (ISP), the website you last visited, the pages you request/visit, the date and time of those requests and the number of visits you made to the website, during normal website usage. For more information on Google Analytics visit <http://tools.google.com/dlpage/gaoptout>

### **IP Address & Traffic Data:**

We keep a record of traffic data which is logged automatically by our servers, such as your device information, the website that you visited before ours and the website you visit after leaving our site. We also collect some site, application and service statistics such as access rates, page hits and page views (e.g: We are not able to identify any individuals from traffic data or site statistics).

### **Browser Local Storage:**

Curtis Banks Group uses browser local storage within our Portal Application to store data which is utilised to enhance your experience and provide quicker responses.

### **3. How to Disable Cookies:**

You can disable cookies on the website using the options provided by the website in the bottom right hand corner.

You may also be able to configure your browser or our website, application or service to restrict cookies or block all cookies if you wish, if you disable cookies you may find this affects your ability to use certain parts of our website, applications or services.

You can find more information about cookies and instructions on how to adjust your browser settings to accept, delete or reject cookies at [www.youronlinechoices.com](http://www.youronlinechoices.com) and [www.allaboutcookies.org](http://www.allaboutcookies.org)

### **4. Changes to our Cookie Notice**

#### **Information Notice**

We may change, modify or adjust this Cookie Notice from time to time; however we will not reduce your rights under this Cookie Notice.

Any changes we may make to our Cookie Notice in the future will be found on our website. Copies are also available from us by post. Please contact us if you require a copy.

### **5. Contact us**

If you have any questions, comments or queries, please contact the Data Protection Officer at Curtis Banks, 153 Princes Street, Ipswich, Suffolk, IP1 1QJ or email us at [DPO@curtisbanks.co.uk](mailto:DPO@curtisbanks.co.uk).

If you have a concern about the way in which we are collecting or using your personal information you may also contact the Information Commissioner's Office directly at <https://ico.org.uk/concerns/>