

Privacy Policy & Cookies

Family 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.

For more information and to read a copy of our full privacy notice please visit our website:
intermediaries.familybuildingsociety.co.uk/cookies-and-privacy

The above policy sets out our policies and procedures in relation to the protection of your data. We may change this policy from time to time. Any changes will take effect once the revised 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;
- administering and managing your relationship with us and updating our records;
- 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 the above purposes. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

Your legal rights

Under certain circumstances, you have rights under data protection law in relation to your personal data. For more information on your rights please visit our website: familybuildingsociety.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.

Email Security

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 to make applications online using our Mortgage Hub 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 (familybuildingsociety.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;
- improve your experience by showing you information that's relevant to you;
- 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
- Targeting

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.

Targeting

Targeting cookies are used to record your visit to our website, the pages you visited and the links you have followed. We will use this information to make our website and the advertising displayed on it more relevant to your interests. We may also share this information with third parties for this purpose.

Please 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

Use the cookie consent preference manager or 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 ico.org.uk/your-data-matters/online/cookies/. You may also set your cookie preferences using our cookie consent preference manager.

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.

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
security.familybuildingsociety.co.uk	usernamewithsecret	First Party
familybuildingsociety.co.uk	ASP.NET_SessionId, AWSALB, AWSALBCORS, OptanonAlertBoxClosed, OptanonConsent	First Party
online.familybuildingsociety.co.uk	__RequestVerificationToken__	First Party
intermediaries.familybuildingsociety.co.uk	__RequestVerificationToken	First Party
code.jquery.com	OptanonAlertBoxClosed, OptanonConsent	Third Party
cookielaw.org	__cfduid	Third Party
optanon.blob.core.windows.net	OptanonConsent	Third 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
www.familybuildingsociety.co.uk	testinfinitycookie	First Party
co.uk	_ga, _ga_TWC16C5Z7D, _gclxxx	First Party
familybuildingsociety.co.uk	__utma, __utmb, __utmc, __utmt, __utmt-UA-nnnnnnnn, __utmv, __utmz, _gat_UA-, _gid	First Party
luckyorange.com	__cfduid	Third 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
co.uk	_gd#####	First Party
familybuildingsociety.co.uk	__atuvc, __atuvs, _lo_v	First Party
vimeo.com	vuid	Third 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
co.uk	_dlt, _fbp	First Party
familybuildingsociety.co.uk	__lotl, __qca, _gat_gtag_XXXXXXXXXX XXXXXXXXXXXXXXXXXX, _lorid	First Party
flashtalking.com	__qca, flashtalkingad1	Third Party
pool.admedo.com	c, tuuid, tuuid_lu	Third Party
doubleclick.net	IDE, test_cookie	Third Party
quantserve.com	mc	Third Party
addthis.com	loc, uvc, xtc	Third Party
google.com	_GRECAPTCHA	Third Party
rlcdn.com	pxrc, rlas3	Third Party
twitter.com	personalization_id	Third Party
demdex.net	demdex	Third Party
ads.linkedin.com	lang	Third Party
weborama.fr	AFFICHE_W	Third Party
facebook.com	fr	Third Party
www.facebook.com		Third Party

adnxs.com	anj, uuid2	Third Party
rfihub.com	eud, euds, rud, ruds, smd	Third Party
yahoo.com	A3, APID, APIDTS, B	Third Party
youtube.com	CONSENT, VISITOR_INFO1_LIVE, YSC	Third Party
analytics.yahoo.com	IDSYNC	Third Party
dpm.demdex.net	dpm	Third Party
casalemedia.com	CMID, CMPS	Third Party
bluekai.com	bkdc, bkpa, bku	Third Party
www.google.com	_GRECAPTCHA	Third Party
s7.addthis.com	__atrf, __atuvc, __atuvs	Third Party
ict.infinity-tracking.net	ict_0, ict_master, ictf_ilhnn, ictf_innnn, ictf_master, testinfinitycookie	Third Party
track.adform.net	C	Third Party
linkedin.com	bcookie, lang, lidc, lissc, UserMatchHistory	Third Party
adform.net	C, uid	Third Party
advertising.com	APID	Third Party
www.linkedin.com	bscookie	Third Party

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