

We may also ask you to voluntarily complete a follow-up response, to ensure that:

- Service requests have been fulfilled as per your expectations.
- Our service delivery levels are consistent and acceptable.

This information may include personal data (as defined in the Act) and, in the case of <https://tracker.red24.com> or <https://traveltracker.red24.com> sensitive personal data (also as defined in the Act).

Please note that if you contact us, we may keep a record of that correspondence for follow-up and archival purposes. Client service information is typically retained for up to 18 months.

Web visitor statistics, IP address and cookies

With regard to each of your visits to our site, we may automatically collect:

- Statistical information, including and without limitation, traffic data; location data; weblogs; URL clickstream to, through and from our site; searches you made; page response times; download errors; length of visits to certain pages; page interaction information (such as scrolling, clicks and mouse-overs); methods used to browse away from the page; phone numbers used to call our customer service number; and other communication data, whether this is required for our own billing purposes or otherwise.
- Technical information about your computer, including and without limitation, your IP address; login information; operating system and platform; browser type and version; time zone setting; and browser plug-in types and versions, all for system administration and to report aggregate information to our advertisers.

This is statistical and technical data about our users' browsing actions and patterns, and does not identify any individual. For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on the hard-drive of your computer.

For further information about cookies, please see our [Cookie Policy](#).

Information we receive from other sources

We may receive information about you if you use any of the other websites we operate or any of the other services we provide. In this case, we will inform you when we collect this data that it may be shared internally and combined with data collected on this site.

We also work closely with third parties and may receive information about you from them, including and without limitation, business partners; sub-contractors in technical, payment and delivery services; advertising networks; analytics providers; search information providers; and credit reference agencies.

Links to other websites

Our site may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over those websites. We cannot be responsible for the protection and privacy of any information you provide while visiting such sites and such sites are not governed by this privacy policy. You should exercise caution and look at the privacy statement applicable to the website in question.

