

Privacy Policy

This document sets out the type of information we collect (or are supplied with). It tells you how the information is held, who we share it with and how it is used. It also contains contact details for queries about your personal information. All personal data collected (or supplied) will be treated in accordance with current data protection laws in the UK.

The information we collect and are supplied with

When you contact us, we create a record in your name. To that record we add information that you give us. We keep all records containing that data for as long as we consider it necessary to do so.

We collect and use information about our employees.

We do not sell personal information to other organisations.

If you do want to receive news about products or services from us in future, we will ask you to make this choice when you contact us.

The data controller for your personal data is [*enter name*]

How we use your information

We use your personal information in the following ways:

- To process enquiries, applications for information, and/or orders
- To provide services to customers including sending you information about current and future services. This includes mailing lists for newsletters, etc.
- To provide certain online facilities and/or products and/or services as referred to in the terms and conditions when you sign up for those facilities or products and/or services.
- To allow other organisations to provide you with products and/or services.
- To carry out market research to help us plan and improve our products and/or services. We may contact you ourselves or ask outside research agencies to do so on our behalf.
- To collect or process payments

Who we might share information with

We might share information with members of our own staff or members of staff of other organisations where we consider this would be necessary or helpful for the fulfilment of orders, requests for information, etc.

If you write to us, we will consider your correspondence to be in the public domain unless you make it clear that you do not wish it to be and we are able to justify confidentiality under the relevant legislation.

Your contact details may be passed to our business partners and contractors to contractors for the fulfilment of orders, requests for information, etc.

If you are in debt to us, we may give other organisations information for the purposes of recovering the debt.

Your information may be used to detect and prevent fraud and we may release information to the police and to other law enforcement agencies for crime prevention and detection purposes if required to do so.

Transfer of data outside the EEA

We will only transfer your personal information outside the European Economic Area where necessary safeguards have been secured by contract.

How long we keep your data

We recognise that the efficient management of our records is necessary to comply with our legal and regulatory obligations and to contribute to the effective overall management of the organisation.

Our record retention policy applies to all records created, received or maintained by us in the course of carrying out our everyday business. Records are defined as all those documents that facilitate the business we carry out and which are thereafter retained (for a set period) to provide evidence of our transactions or activities. These records may be created, received or maintained in hard copy or electronically.

We have a responsibility to maintain our records and record management systems in accordance with the regulatory environment. The person with overall responsibility for this policy in our organisation is [*enter name*]. The person responsible for records management will give guidance for good records management practice and will promote compliance with this policy so that information will be retrieved easily, appropriately and in a timely manner. Individual staff and employees must ensure that records for which they are responsible are accurate, and are maintained and disposed of in accordance with our records management guidelines.

We will publish on our website any changes we make to our data protection/information management policies and notify you by other communication channels where appropriate.

Where you exercise your right to removal of your personal data, we will continue to maintain a core set of personal data to ensure we do not contact you inadvertently in future. We may also need to retain some financial records about you for statutory purposes (eg, anti-fraud and accounting matters). The “right to be forgotten” is a qualified right and the public interest test will always be applied when a request for deletion of personal data is made.

How you can access the information we hold about you

You are entitled to know what personal information we hold about you and how that information is processed. You are entitled to ask for your personal data to be corrected where you believe it is inaccurate. You are entitled to withdraw your consent to our processing of your personal data.

However, if that processing is necessary to provide you with the products and/or services (or information) you have requested, then withdrawal may mean you will no longer receive these things. We will make it clear if this is the case and discuss your concerns directly with you before we stop processing your data.

If you wish to enquire about any aspect of our handling of your personal data, please contact:

The Data Protection Officer, [*enter organisation name and address or email*]

If you are dissatisfied with our handling of your request or complaint, you have a right to appeal to the Information Commissioner. There is no charge for making an appeal. Please contact:

The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow SK9 5AF

Telephone: 01625 545745 or 0303 123 1113 (local rate) or email casework@ico.gov.uk