

Privacy Policy

Last updated: *[insert date]*

[insert name] is committed to ensuring that your personal information is used properly and is kept securely. This Privacy Policy explains how we will collect and use your personal information.

By entering your details in the fields requested and pressing ['Submit'], you are consenting to the processing of your information by *[insert name]* and its agents in accordance with this Privacy Policy.

Data Controller

Any personal information that you provide on this website is controlled by *[insert name]*¹. *[insert name]* is registered as a data controller with the Information Commissioner under reference: *[insert registration number]*.

[insert name] is a company registered in England and Wales with company number *[insert company number]*. Our registered office is at *[insert company registered office]*.

If you have any queries about the information we hold about you, please contact our [Data Protection Officer], who you may write to at the address above.

Collection of your personal information

When you *[visit, register or order products or services]* on the website, you may be asked to provide information about yourself. You may also provide personal information to us when you contact us by email, telephone or letter. *[We may collect information about you from documents that are available to the public, such as the electoral register, or from third parties such as credit reference agencies.]* When you provide personal information to us or we collect personal information from other sources, we will treat that information in accordance with this Privacy Policy.

[When we collect information about you on the website, you will see a padlock symbol. The Information Commissioner and the National Consumer Council have devised this symbol to alert consumers that their personal information is being collected and processed. Where you see this symbol you should read the information carefully as it will explain exactly how, and for what purpose(s), your information will be processed.]

Use and storage of your personal information

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The Data Controller is the person who determines the purposes for which personal data will be used and the manner in which it will be processed. In some circumstances there may be more than one data controller. For example, if one website is used by two or more group companies, each of the group companies is likely to be a data controller if they are using information collected on the website for their own purposes.

We will use personal information provided by you or gathered by [*insert client name*] for the following purposes: ²

1. [to process and respond to requests, enquiries and complaints received from you;]
2. [to provide products and services requested by you;]
3. [to communicate with you about services provided to you;]
4. [to process payments;]
5. [to update our records;]
6. [to analyse trends and profiles;]
7. [for audit purposes;]
8. [to carry out customer satisfaction research;]
9. [to prevent or detect fraud;]
10. [to recommend products and services that we believe will be of interest to you;]
11. [to enable third parties to carry out any of the purposes above on our behalf].

Sharing of your personal information

[*insert name*] may share your personal information with third parties in the following ways: ³

1. [We sometimes use agents and service providers to process personal information on our behalf. For example, we use third parties to [send postal mail, to process credit card payments and to maintain our IT systems]. Where we use agents and service providers to process your personal information, we will ensure that they have adequate security measures in place to safeguard your personal information.]
2. We will release your personal information when we are required to do so for legal or regulatory purposes or as part of legal proceedings.
3. We may give information we hold about you to third parties as part of the process of selling one or more of our businesses.
4. [We will pass your personal information to carefully selected third parties so that they can contact you about products or services that they think may interest you.] **OR** [We will not pass your information to third parties for marketing purposes if you have indicated that you do not want us to do this at the point where you submit your information on the website.]

² All purposes for which you use personal data collected on the website should be listed here. The list set out in this document contains examples of common purposes - you will need to review the list and delete/insert purposes as appropriate.

³ All disclosures of personal data to third parties should be listed here, including disclosures to group companies.

5. [When we carry out credit checks, we pass your information to credit reference agencies. This information may also be accessed by third parties who carry out credit checks on you].⁴
6. [We may transfer your information to our group companies [*insert description of purposes of transfer*]]

[In some circumstances we may transfer your personal information to countries outside of the European Economic Area, where data protection safeguards are not as high as they are in the UK. If this occurs we will ensure that adequate procedures are put into place to protect your personal information.]⁵

Use of Cookies

A cookie is a piece of information that is held on the hard drive of your computer which records how you have used a website. Cookies allow website operators to accumulate useful information, such as whether the computer (and sometimes its user) has visited the site before. This is done on a repeat visit by checking to see, and finding, the cookie left there on the last visit.

We use cookies [to monitor how people use our website in order to help us to provide you with a better service. Cookies make it easier for you to log on and use the website during future visits. They also allow us to personalise the content of the website for you.]⁶

If you do not want cookies downloaded onto your machine, you can disable them by adjusting the settings on your browser. However, you may not be able to use some of the features on our website without cookies.

Access to your personal information

You have the right to request a copy of the personal information that we hold about you and to have any inaccuracies corrected. We will ask for confirmation of identity before we disclose any personal information and may charge a £10 administration fee to process the request. Please address requests to [the Data Protection Officer], [*insert name*] [*insert address*]

Updates

We may update this Privacy Policy from time to time. Please ensure that you check the Privacy Policy regularly for updates.

⁴ If you carry out credit checks you should consider whether you need to use approved wording e.g. CIFAS approved wording.

⁵ If you transfer personal data outside of the EEA, a brief summary of specific disclosures should be included here. For example: "We may pass your personal information to our parent company in the US, who provides administrative support services for us."

⁶ This section should set out all purposes for which you use cookies.