

Website Privacy Policy

This is the web site of «CompanyName» [“the Company”]. This privacy policy sets out how the Company uses and protects any information that you provide when you use this website.

Address of the registered office is:

«Address_Line1»

«Address_Line2»

«Address_Line3»

«City»

«PostCode»

Data Protection Ref Number is: «DPAReg_Number»

We can be reached via e-mail at «Email» or you can reach us by telephone at «Telephone».

The Company is committed to protecting your personal information when using our website. Should we ask you to provide certain information by which you can be identified when using this website, we assure you that it will only be used in accordance with this privacy statement.

This policy is effective from 25 May 2018.

When you sign up to participate in or receive a service from insolvencysupportservices.com, the online registration system records information such as your name, postal address, email address and phone number. It may ask you to set up a username and password if you want access to controlled areas. We also collect e-mail addresses of those who post messages to our bulletin board, the e-mail addresses of those who communicate with us via e-mail, and aggregate information on what pages you may access or visit.

The information we collect is also: used to improve the content of our web page; used to notify you about updates to our website; used by us to contact consumers for marketing purposes; disclosed when legally required to do so at the request of governmental authorities conducting an investigation; to verify or enforce compliance with the policies governing our website and applicable laws or to protect against misuse or unauthorised use of our website.

Marketing activities

We occasionally contact our customers and potential customers by email for marketing purposes. Whenever you receive a marketing email from us, you will have the option to select only those

products and services that are of interest to you, and/or to unsubscribe completely from future marketing. If you no longer wish to receive any such mailings, you may either use the unsubscribe function located at the bottom of each email or alternatively email us at [«Email»](#) and we will amend our records accordingly.

If you supply us with your postal address, you may receive occasional postal mailings from us with information on new services or upcoming events. If you do not wish to receive such mailings, please let us know by emailing us at [«Email»](#).

People who supply us with their telephone numbers on-line will only receive telephone contact from us with information regarding their enquiries or our services they have placed in writing or on-line.

Privacy information for different categories of people

The nature of insolvency practice is such that confidential information, including personal data, will come into our hands in the ordinary conduct of our business activities. This will include circumstance such as:

- When undertaking marketing and networking activities;
- When advising prospective clients about their circumstances;
- When conducting formal insolvency appointments.

For each category of person (“data subject”) that we deal with, there is a relevant Privacy Notice which describes what personal data we may hold about them; why we consider it to be lawful for us to hold that data; how long we intend to hold it for and for what purpose or purposes it will be used. In some instances, individuals are afforded rights to object to our processing of their data and in others they are not.

Full details are set out in each of the Privacy Notices for:

- [Staff members and job applicants \(available internally\)](#)
- [Business contacts and customers](#)
- [Debt advice and personal insolvency clients](#)
- [Directors, shareholders and owners of insolvent businesses](#)
- [Creditors, book debtors and employees of insolvent businesses \(Stakeholders\)](#)

Data Security

Acting lawfully and protecting the privacy of our staff members, training and compliance customers, prospective insolvency clients and those involved in the formal insolvency appointments that we deal with is a responsibility that the Company takes seriously at all times.

We have appropriate security measures in place to protect your information, details of which may be found in our [Confidentiality and Data Security Policy](#).

We have in place suitable physical, electronic and managerial procedures to protect against the loss, misuse or alteration of information that we have collected from you at our site. Additionally, we aim to ensure that access to your personal data is limited to those who need to access it. Those individuals who have access to the data are required to maintain the confidentiality of such information.

Please be aware that the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data which is transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

We use reasonable efforts to retain personal data collected from you only for so long as we need such data in accordance with the purpose for which it was collected or until we are requested to delete it (if earlier).

Cookies

Our website uses cookies to record session information, such as recording past activity at a site in order to provide better service when visitors return to our site. A cookie in no way gives us access to your computer or any information about you and the data collected by cookies is used only in an anonymous form; no individual is identified.

For more information on how to control cookies on your machine, you may find this guide helpful: <http://www.aboutcookies.org/>

Links to other websites

Our website may contain links to other sites. While we try to link only to sites that share our high standards and respect for privacy, we are not responsible for the content, security, or privacy practices used by other sites. Please review the privacy policy of each web site you visit before submitting any personal information to it.

Children

This website is not intended for use by children. We understand the importance of protecting children's information, especially in an online environment, and we do not knowingly collect or maintain information about children.

Sharing your data

We do not partner with or have special relationships with any ad server companies, nor do we sell your data, nor share it with external parties, other than our direct suppliers of website maintenance and marketing services to our Company. Our contracts with these suppliers have been reviewed for compliance with prevailing Data Protection legislation.

We may add your personal data to our CRM (Contact Relationship Management) database which we use to develop our relationships with current and prospective contacts.

Retention of data

We will hold your personal information on our systems only for as long as is necessary for the relevant service to be delivered and will be removed after a period of inactivity. Details of the categories of information we hold about different categories of data subjects and the retention periods that apply to it may be found in our [Data Processing Register](#) and [Data Retention and Destruction Policy](#).

Why we process your data (lawful bases)

We have different reasons for processing your personal data, depending upon the nature of our relationship with you (e.g. business contacts, advice clients, those involved in insolvency matters) and the law requires us to state what we consider to be our reasons (known as "lawful bases").

Our opinion as to the lawful bases for processing for different categories of personal data is set out in our [Data Processing Register](#) and in the various [Privacy Notices](#) listed above. If you would like further information about how your personal data is used by us, you should refer to the [Privacy Notice](#) that applies to our relationship with you. You can email any further questions to us at: [«Email»](#)

Your rights

Your rights will vary depending upon the nature of the relationship we have with you. Further explanation may be found in the [Privacy Notice](#) that applies to our relationship with you and in our [Data Subject Access Policy](#). We are happy to explain these to you by telephone, although any

request to exercise your rights needs to be made in writing (“writing” for these purposes includes sending us an email with your request).

In all cases, you are legally entitled to request details of the personal information we hold about you and you are able to keep your personal information accurate and up-to-date by contacting us at [«Email»](#).

Depending upon our relationship with you, you may also have the rights to:

- Erase or restrict the processing of your personal information;

- Exercise your right to data portability;

- Withdraw your consent to processing.

If you wish to exercise any of these rights, please first refer to the relevant [Privacy Notice](#) and then contact us at [«Email»](#) with details of your request.

Changes to this policy

The Company keeps this Privacy Statement under regular review and may modify or amend it from time to time at our discretion. If we make changes, we will record the date of amendment or modification in the [Privacy Policy](#) and notify parties affected by that change.

The revised Privacy Policy will apply to you and your information from that date. We would encourage you to review this Privacy Policy periodically to check if there are any changes in how we are treating your personal data. This Privacy Policy was last updated in May 2018.

Contacting Us

If you have questions, comments or complaints about our handling or protection of your personal data, or if you feel that this site is not following its stated information policy, please contact us by post, email or telephone:

[«CompanyName»](#), [«Address_Line1»](#), [«Address_Line2»](#), [«Address_Line3»](#), [«City»](#), [«PostCode»](#)

[«Telephone»](#)

[«Email»](#)