

## **Privacy Policy**

### **What is the purpose of this document?**

This privacy notice describes how we collect and use personal information about you during and after your relationship with us, in accordance with the General Data Protection Regulation (GDPR).

It is important that you read this notice so that you are aware of how and why we are using such information.

This privacy policy sets out how we use and protect any information that you give when you use this website. We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement. We may change this policy from time to time by updating this page.

### **Information collected by our website**

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

There are "special categories" of more sensitive personal data, which require a higher level of protection.

We will collect, store, and use the following categories of personal information about you:

- Personal contact details such as name and telephone number
- E-mail address, postal address and others

We collect personal information about you when you make an enquiry with us regarding our services (whether through our website or otherwise) and we will continue to collect personal information via our website, by email or letter, on the telephone or in person throughout our working relationship.

We require this information to understand your needs and provide you with more information for the product(s)/service(s) you have requested. The information you provide will only be kept and used for the purpose of fulfilling your enquiry.

### **Controlling your personal information**

We will not sell, distribute or lease your personal information to third parties unless we receive your permission to do so in the future, or are required by law to do so. You may request details of any personal information, which we hold about you.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible. We will promptly correct any information found to be incorrect.

## **Security**

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

Under no circumstances will we hold sensitive payment details such as your card number, expiry date and security code.

We will not request usernames or passwords by email and will endeavour to retract credentials supplied to us in this way.

## **Cookies**

Your IP address is automatically logged by our web server and session information will be stored in cookies when you use our website. For further information in relation to our use of Cookies please refer to <https://www.toolkitsupport.uk/cookies>.