

PRIVACY POLICY

Our contact details:

Name: Your Comms Group

Address: The Charter Building, Charter Place, Uxbridge, Middlesex, UB8 1JG

Phone Number: 020 330 114 60

E-mail: cs@yourcommsgroup.com

THE TYPE OF PERSONAL INFORMATION WE COLLECT:

We currently collect and process the following information:

- Names and contact details
- Addresses
- Payment details (including card or bank information for transfers and direct debits)
- Account information
- Information used for security purposes
- Marketing preferences
- Website user information (including user journeys and cookie tracking)

HOW WE GET THE PERSONAL INFORMATION AND WHY WE HAVE IT:

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Provide services and goods including delivery.
- For the operation of customer accounts and guarantees.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- a) Contract
- b) Legitimate interest
- c) Consent

HOW WE STORE YOUR PERSONAL INFORMATION:

Your information is securely stored and we will take all reasonable, technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

Personal information that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.

We will retain documents (including electronic documents) containing personal data:

- a) To the extent that we are required to do so by law.
- b) If we believe that the documents may be relevant to any ongoing or prospective legal proceedings; and
- c) In order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk).



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YOUR DATA PROTECTION RIGHTS:

Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal information.
- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

TO MAKE A REQUEST PLEASE CONTACT US AT:

Email: cs@yourcommsgroup.com

Address:

Your Comms Group
Charter Place
Uxbridge
Middlesex
UB8 1JG

Telephone: 20 330 114 60

How to complain:

If you have any concerns about our use of your personal information, you can make a complaint to us at: cs@yourcommsgroup.com

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire

0303 123 1113

ICO website: <https://www.ico.org.uk>

