

## Privacy Policy for <https://www.politesse.co.uk>

Politesse Limited (“we”) are committed to protecting and respecting the privacy of all visitors and users of <https://www.politesse.co.uk> (“our site”).

This policy (together with our terms of use and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

For the purpose of the European Union’s General Data Protection Regulation (in effect from May 25th 2018) (“the GDPR”), the data controller is Politesse Limited (Company number: 04972250) whose registered office is at Emes Prospect, 7 Betley Court, Betley, Crewe, Cheshire, CW3 9BH.

### INFORMATION WE MAY COLLECT FROM YOU

We may collect and process the following data about you:

\* Information that you provide by filling in forms on our site, including information provided at the time of requesting further information/services. We may also ask you for information when you report a problem with our site.

\* If you contact us, we may keep a record of that correspondence.

\* We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.

\* Details of your visits to our site including, but not limited to, traffic data and the resources that you access.

Please tell us if any of your personal details (name, address etc.) change, so that we can ensure our records are kept up to date.

### IP ADDRESSES AND COOKIES

We may collect information about your computer, including where available your IP address, operating system and browser type for system administration. This is statistical data about our users’ browsing actions and patterns, and does not identify any individual.

For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our site and to deliver a better and more personalised service. They enable us:

- \* To estimate our audience size and usage pattern.
- \* To store information about your preferences, and so allow us to customise our site according to your individual interests.
- \* To speed up your searches.
- \* To recognise you when you return to our site.

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our site.

## SECURITY AND DATA RETENTION

We take all steps reasonably necessary to ensure that your data is treated securely and protected against access from unauthorised persons, unlawful processing, accidental loss, destruction and damage. We retain your information for a reasonable period or as long as the law requires.

Unfortunately, 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 transmitted to our site; any transmission is at your own risk.

## USES MADE OF THE INFORMATION

We use information held about you in the following ways:

- \* To ensure that content from our site is presented in the most effective manner for you and for your computer.

\* To provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.

\* To carry out our obligations arising from any contracts entered into between you and us.

\* To notify you about changes to our service.

We may also use your data, or permit selected third parties to use your data, to provide you with information about goods and services which may be of interest to you and we or they may contact you about these by post, telephone or fax, as well as e-mail. If you change your mind about being contacted in the future, then please let us know at [info@politesse.co.uk](mailto:info@politesse.co.uk) .

If you are an existing client, we will only contact you by electronic means with information about goods and services similar to those which were the subject of a previous contract with you.

## DISCLOSURE OF YOUR INFORMATION

The information you provide to us will be held in our records and may be accessed or given to our staff in accordance with this policy or for other purposes approved by you.

We may disclose your personal information to third parties:

\* In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.

\* If Politesse Limited or substantially all of its assets are acquired by a third party, in which case personal data held by it about its clients will be one of the transferred assets.

\* If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use and other agreements; or to protect the rights, property, or safety of Politesse Limited, our clients, or others. This includes exchanging information

with other companies and organisations for the purposes of fraud protection and credit risk reduction.

## YOUR RIGHTS

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at [info@politesse.co.uk](mailto:info@politesse.co.uk) .

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

## ACCESS TO INFORMATION

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee (currently £10) to meet our costs in providing you with details of the information we hold about you.

## CHANGES TO OUR PRIVACY POLICY

Because we aim to constantly improve our site there may be developments on how we use your data. Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail or other means.

## CONTACT

Any questions, comments and requests regarding this privacy policy are welcomed and should be addressed to [info@politesse.co.uk](mailto:info@politesse.co.uk) .