

# Floodsafe Projects Limited

## Privacy Policy

Protecting the privacy and personal data is of the utmost importance to Floodsafe Projects Limited. This Privacy Policy explains how we use any personal information you give to us.

### **What information do we collect?**

We will need to ask you for certain personal information to give you the best possible service and experience when you contact us (via email, telephone, our website or otherwise) and when you use our products and services. Personal information includes title, name, address, phone number and email address.

We will only use your personal information for core business purposes such as to administer your account and to provide the products and services you have requested from us.

### **How will we use your information?**

We use your personal information to process your enquiry or request or to proceed with providing our products and services as requested by you.

The law (the Data Protection Act 1998) ensures that personal information about you is used fairly and in accordance with the eight data protection principles. These principles are there to protect you and they make sure that we:

- Don't hold more information about you than we need,
- Ensure information we hold about you is accurate,
- Keep it secure,
- Keep it only for as long as it is necessary and,
- Ensure that all personal data is processed lawfully and legally.

We are not an organisation that distributes any newsletters, leaflets or direct mailing via email, post or SMS. Any product or service information will only be sent if you have requested it.

### **Who we share your personal information with**

We will not use, divulge, or communicate to any person (other than those authorised by you) any confidential information concerning your products, customers, business, accounts, finance or contractual arrangement or other dealings, transactions or affairs which may come to our knowledge in the course of providing the products or services. You agree to do likewise in relation to confidential information we provide you.

### **Access to your information and correction**

If you have any questions or concerns you can ask what personal information we hold about you and request that we correct any mistakes, restrict or stop processing, or delete it. It's worth noting that in some cases if you do ask us to correct, delete or stop processing it, we won't always be able to do so and continue to provide that product or service. If that is the case, we will explain why.

If you have given us consent to process your personal information, you have the right to withdraw that consent at any time by contacting us at [info@floodsafeprojects.co.uk](mailto:info@floodsafeprojects.co.uk) or by telephone on 01995 238008 or write to us at: Unit 10 Manor Park, Green Lane West, Garstang, Lancashire PR3 1NJ.

### **How long do we keep your personal information for?**

We will keep your personal information for as long as we need it to provide those products and services. We will also keep it to comply with our legal obligations, resolve any disputes and enforce our rights so the amount of time we keep your personal information may vary.

All personal information will be reassessed on a regular basis, and information which is no longer required for any purposes will be securely disposed of.

### **If you are using our website, you need to be aware of Cookies**

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site. At this moment in time, we do not use any of this data to track or to compile statistical reports around website activity.

This website uses cookies to provide the best service possible. Continue using this site if you are happy with this, or you can set your browser not to accept cookies. Please be aware, however, that some features of this site may not function or may be slower if you refuse cookies.

### **Other websites**

This site may contain links to other sites that take you outside this site. These sites are beyond our control and are governed by the privacy policies of those sites, which may differ significantly from our own. Please do not assume that the privacy afforded to you by this site is also afforded to you by sites that have links to our own.

### **Changes to our Privacy Policy**

We can update this Privacy Policy at any time and ideally you should check it regularly for updates. We won't alert you to every little change, but if there are any really important changes to our Policy or how we use your information, we will let you know and where appropriate ask for your consent.