

Privacy Notice

We are Compliance and Risk Support Ltd a company registered in England and Wales with company number 16742821 whose registered address is 5 Spring Meadow, Northwich, Cheshire CW8 4XB.

In this notice, we refer to ourselves as ‘we’, ‘us’ or ‘our’.

We are the Data Controller of the personal information we collect, hold and use about you, as explained in this notice.

You can contact us in any of the following ways:

1. by phoning us on 01606784851;
2. by emailing us at admin@candrsupport.co.uk; or
3. by writing to us at our registered office address as above.

We take the privacy, including the security, of Personal Information we hold about you seriously.

This notice tells you how we collect Personal Information about you and how we use that Personal Information.

You should read this privacy notice carefully so that you know and can understand why and how we use the Personal Information we collect and hold about you.

1. Definitions

1.1. The key terms used in this privacy notice are defined below,

1.2. **Data Controller:** the organisation or person responsible for deciding how Personal Information is collected, stored, and used.

1.3. **Data Processor:** a Data Controller may appoint another organisation or person to carry out certain tasks on its behalf in relation to the Personal Information.

1.4. **Personal Data:** any information from which a living person, a data subject, can be identified.

1.5. **Special Category Data:** data relating to a data subject, that is data relating to health, racial and ethnic origin, political opinions, religious and similar beliefs, trade union membership, sex life, and sexual orientation. It also includes genetic information and biometric information.

2. Details of Personal Information that we collect and hold about you

2.1. Set out below are the general categories and in each case the types of Personal Information that we collect, use and hold about you:

General category	Types of Personal Information	Retention periods
Identity information	This is information relating to your identity such as your name (including any previous names and any titles that you use),	For the duration of any contract or plan.

gender, marital status and date of birth.

Contact information	Your contact details such as email address, addresses, phone numbers.	For the duration of any contract or plan.
Business Details	Your business details and role in the organisation.	For the duration of any contract or plan.

3. Details of Special Category Data that we collect and hold about you

3.2. We do not collect special category data from you.

4. Details of how and why we use Personal Information

4.1. We are only able to use your Personal Information where you consent to that processing or for some other lawful reason.

1. **Consent**, you consent for us to process your personal data where you have provided us with this data for the purposes of offering our services to you or in performing our obligations to you under a contract we have entered into with you;
2. **Legitimate Interests Reason**: we will use your Personal Data is necessary for our legitimate interests such as dealing with our insurers and similar. In so doing we will not interfere in or override your fundamental rights, freedoms, or interests;
3. **Legal Obligation Reason**: this is where we have to use your Personal Information in order to perform a legal obligation by which we are bound; and

4.2. Where we rely on consent for a specific purpose as the legal reason for processing your Personal Data, you have the right under data protection law to withdraw your consent at any time. If you wish to withdraw your consent, please contact us using the details set out at the beginning of this notice. If we receive a request from you withdrawing your consent to a specific purpose, we will stop processing your Personal Information for that purpose, unless we have another legal reason for processing your Personal Information – in which case, we will confirm that reason to you.

4.3. Under data protection laws, we can only use your Personal Data for the purposes we have told you about, unless we consider that the new purpose is compatible with the purpose(s) we told you about. If we want to use your Personal Data for a different purpose that we do not think is compatible with the purpose(s) we told you about, we will contact you to explain this and provide you with a supplementary privacy notice.

5. Details of how we collect Personal Information and Special Information

5.1. We will collect Personal Data directly from you when you contact us.

5.2 We may also collect Personal Data about you from publicly available data including but not limited to Companies House, The Law Society Find a Solicitor and similar sources.

6. Details about who Personal Information may be shared with

6.1. We may need to share your Personal Information with other organisations or people. These organisations may include our insurers, accountants or other professional advisors.

6.2. Depending on the circumstances, the organisations or people who we share your Personal Information with will be acting as either Data Processors or Data Controllers. Where we share your Personal Information with a Data Processor, we will ensure that we have in place contracts that set out the responsibilities and obligations of us and them, including in respect of security of Personal Information.

7. Details about transfers to countries outside of the EEA

7.1 We will not transfer any of your personal data outside the EEA.

9. Your rights under data protection law

9.1. Under data protection laws, you have certain rights in relation to your Personal Data:

1. **Right to request access:** (this is often called 'subject access'). This is the right to obtain from us a copy of the Personal Information that we hold about you. We must also provide you with certain other information in response to these requests to help you understand how your Personal Information is being used.
2. **Right to correction:** this is the right to request that any incorrect Personal Information is corrected and that any incomplete Personal Information is completed.
3. **Right to erasure:** This right only applies in certain circumstances. Where it applies, you have the right to request that we erase all your Personal Information. This does not apply where personal data is retained for a legitimate reason.
4. **Right to restrict processing:** this right only applies in certain circumstances. Where it applies, you have the right to request that we restrict the processing of your Personal Information.
5. **Right to data portability:** this right allows, when a data controller uses your data for automatic decision making, for you to request that we transfer your Personal Information to someone else. We do not undertake any automatic decision making and therefore you do not have the right to request data portability.
6. **Right to object:** you have the right to object to us processing your Personal Data for direct marketing purposes.

9.2. In addition to the rights set out in this section, where we rely on consent as the legal reason for using your Personal Information, you have the right to withdraw your consent.

9.3. If you want to exercise any of the above rights in relation to your Personal Information, please contact us using the details set out at the beginning of this notice. If you make a request, please note:

1. we may need certain information from you so that we can verify your identity;
2. we will not ask for a fee when you seek to exercise your rights unless your request is unfounded or excessive; and
3. if your request is unfounded or excessive, then we may refuse to deal with your request.

10. Marketing

10.1. You may receive marketing from us about similar goods and services, where either you have consented to this or we have another legal reason by which we can contact you for marketing purposes.

10.2 To change your marketing preferences and/or to request that we stop processing your Personal Information for marketing purposes, you can always contact us using the details set out at the beginning of this notice.

10.3.If you request that we stop marketing to you, this will not prevent us from sending communications to you that are not to do with marketing (for example, in relation to,that you have purchased from us).

10.4.We will not pass your Personal Information on to any third parties for marketing purposes.

11.Complaints

11.1. We are registered with the Information Commissioner's Office (ICO) with register number ZB999346

If you are unhappy about the way that we have handled or used your Personal Information, you have the right to complain to the UK supervisory authority for data protection, which is the Information Commissioner's Office (**ICO**).

Please do contact us in the first instance if you wish to raise any queries or make a complaint in respect of our handling or use of your personal information, so that we have the opportunity to discuss this with you and to take steps to resolve the position. You can contact us using the details set out at the beginning of this privacy notice.