



GDPR Privacy Notice - Website

Version 6

18 February 2020

Privacy Principles

Certus Risk Management Limited takes the protection of your personal information very seriously. We are committed to protecting and respecting your privacy and providing you with a service that is safe, secure and trustworthy.

We will only use your personal information to deliver the services you have requested from us or to meet our legal responsibilities. This website is not intended for children and we do not knowingly collect data relating to children

This policy explains in more detail how and for what purposes we use the information collected about yourself via the website:

www.certusriskmanagement.co.uk

This privacy notice supplements any other privacy notices we may provide and is not intended to override them.

You acknowledge that by providing data to us, you consent to the processing of your data in accordance with our privacy policy. You are able to contact us at any time to have your details removed from further communications, to update your information or to otherwise tell us your preferences on how you wish to receive information from us.

If you have additional questions about Certus Risk Management's general privacy principles, please contact us via e-mail at:

info@certusrm.co.uk

Information We Might Collect

We may collect and process the following personal information about you:

- Name
- E-mail address
- Postal address
- Telephone number
- Name of employer
- Job title
- Qualifications

This is taken from information you give to us by filling in the contact form on our website or by corresponding with us by phone, e-mail or otherwise. We may also request additional information if needed, to provide you with a service that you have requested.

We may collect and process the following technical information:

- Your IP address
- Pages you may have visited on our website and when you accessed them
- Browser type and version
- Page response times or download errors

The technical information is not linked to any of your personal information and is only used to to provide a more effective website.

Use of Cookies

When a users visits the website, it may store some information, commonly known as a 'cookie', on the users computer. Cookies are pieces of information that a website transfers to a hard drive to store and sometimes track information about the user. Cookies are specific to the server that created them and cannot be accessed by other servers. A cookie helps the customer get the best out of the website and helps to provide them with a more personalised service. When someone visits the website, a cookie is placed on the user's machine (if the user accepts). If a user chooses to not accept cookies, users will still be able to view the text on the pages, however they will not experience a personalised visit nor will they be able to subscribe to some of the service offerings provided. Passwords are not stored in cookies.

How Is Your Information Used

In general terms, and depending on which services you engage with us to deliver, to provide our agreed services, we may use your information to:

- Contact you by post, e-mail or telephone
- Verify your identity where this is required
- Understand your needs and how they need to be met
- Perform any services arising from any contracts entered into between you and us
- Provide you with the information, products and services that you request from us
- Maintain our records in accordance with applicable legal and regulator obligations
- Process financial transactions
- Obtaining your feedback on any services we may provide
- Prevent and detect crime, fraud or corruption

The period of retention required varies with the applicable legislation, regulatory requirements and our insurers and is held in line with our retention policy.

We will not sell or rent you information to third parties.

We will not share your information with third parties for marketing purposes.

Sharing Personal Information

We may pass your information to our third-party service provides, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf.

When we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own purposes.

We will not release your information to third parties unless you have requested that we do so, or we are required to do by law, for example, by a court order or for the purposes of prevention and detection of crime, fraud or corruption.

Security of Your Personal Information

Please be aware that communications over the internet, such as e-mails/webmails, are not secure unless they have been encrypted. Your communications may route through a number of countries before being

delivered and we cannot accept responsibility for any unauthorized access or loss of personal information that is beyond our control.

We continually review and update our technical and managerial procedures and where applicable, enhance our processes to protect personal information from unauthorized access, accidental loss and/or destruction.

We use industry standard secure sockets layer (SSL) technology to encrypt sensitive information. Your data will usually be processed and stored within the UK or on data servers that are located with the European Economic Area (EEA). However we sometimes need to store information in servers located outside of the EEA. We take the security of your data seriously and so all our systems have appropriate security in place that complies with all applicable legislative and regulatory requirements. By submitting your personal data, you agree to this transfer, storing or processing.

Once we receive your information, we make our best effort to ensure its security on our systems.

If you have a password which enables you to access information. You are responsible for keeping this password confidential. We ask you to not share your password with anyone.

Access and Updating Your Personal Information

You have the right to request a copy of the personal information that we hold about you.

We want to make sure that your personal information is accurate, complete and up to date and you may ask us to correct any personal information about you that you believe does not meet these standards.

Where we use your personal information with your consent you may withdraw that consent at any time and we will stop using your personal information for the purpose for which consent was given.

Where we use your personal information to perform tasks carried out in the public interest, if you ask us to, we will stop using that personal information unless there are overriding legitimate grounds to continue.

You have the right to ask us to delete personal information or restrict how we use personal information about you where:

- You consider that we no longer require the information for the purposes from which it was obtained
- You have validly objected to our use of your personal information
- Our use of your personal information is contrary to law or our other legal obligations
- We are using your information with your consent and you have withdrawn your consent
- Where there is no longer a basis for using your personal information, but you do not want us to delete the data.

You have the right at any time to require us to stop using your personal information for direct marketing purposes.

Changes to our Privacy Policy

We keep this privacy notice under regular review and will place any updates on our website. Copies of this privacy notice may also be obtained by contacting Certus Risk Management at the address below.

This privacy notice was last updated on 18 February 2020.

Contact Information

Certus Risk Management Limited
12 Millthorpe Drove
Nr Pinton
Sleaford
Lincolnshire
NG34 0LD

info@certusrm.co.uk
01778 440436

Complaints

We seek to resolve directly all complaints about how we handle your personal information, but you also have the right to register a complaint with the Information Commissioner's Office at:

Information Commissioner's Office
Wycliffe House, Water Lane
Wilmslow
Cheshire
SK9 5AF

Website: <https://ico.org.uk/concerns>