

PRIVACY POLICY

Clear Concepts Limited understands that the information you trust us with is important to you, and we are committed to protecting and respecting your privacy.

This policy explains how, when and why we collect your personal information during the course of providing services to you, under what situations we may disclose your personal information within our organisation and to others, and how we keep it secure.

SUMMARY:

We only collect personal information about you where it is completely necessary, or you have consented, and we ensure that we only collect information that we need.

We will not send you marketing material unless you have given us permission to do so.

We will not sell your personal information to third parties. We use third-party suppliers on occasion to help us provide an excellent service to you. Where we share personal information with those suppliers, we have the appropriate contracts or controls in place, which will assess the security of their processing arrangements.

We will protect your personal information with an appropriate combination of technical and organisational measures.

We have IT support to ensure the security of information being held in the Cloud. We have a secure office which has limited and secure access.

We do not record or monitor our calls with you.

YOUR INFORMATION:

You have rights to your information. These are detailed in Section 8

We retain your data for as long as is necessary to provide you with the service you have requested.

If you have a complaint, please see how to contact us in Section 10

If you have any questions about how we process your information, please see how to contact us in Section 12.

1. WHAT INFORMATION DO WE COLLECT ABOUT YOU?

We need information about your problem or issue to provide you with the advice and/ or service you require. We need to collect information from you to do this and to offer you the right service for your circumstances.

This can include personal information about you and other people you may want advice about.

2. WHY WE USE THE INFORMATION ABOUT YOU

We collect your personal information for a number of reasons: to provide you with a quote; give you advice; prepare your policies; handle Tribunal claims; manage processes on your behalf; plan and deliver training; and inform you of other services that may interest you.

To process your information, we mainly rely on the following legal bases:

Performance of a contract: The use of your information is necessary to perform the contract that you, or your organisation has entered into with us. We supply you with our agreement and the terms and conditions of engagement.

Legitimate interests: We may use your information for our legitimate interests, such as to provide you with the most suitable service, along with administrative necessities.

Consent: We may rely on your consent to use your personal information to provide certain services or to assist in a claim, and also for direct marketing purposes. You may withdraw your

consent at any time, please contact us using the details provided at the end of this policy.

3. INFORMATION THAT WE SHARE

We may have to share your information with other Associates who work through service level agreements with Clear Concepts or to third-party service providers, including other training providers. We try and ensure as is reasonably possible that our Associates or partners comply with any data protection legislation in force.

4. MARKETING

We may, on occasion, like to send you information about our services which might be of interest to you. We will collect your information for marketing purposes, if you agree, when you obtain our services. We may wish to use you in testimonials but will always seek your permission before doing so.

To ensure that we keep our marketing communications relevant and useful to you, we will only share your data with carefully selected third-parties who are working through service level agreements with Clear Concepts.

To stop us contacting you for marketing, call 888076

5. INFORMATION SECURITY

We work hard to keep your data safe. We use an appropriate combination of technical and organisational measures to ensure, as far as reasonably possible, the confidentiality, integrity and availability of your information at all times. If you have a security-related concern, please contact us using the contact details at the end of this policy.

6. TRANSFERRING YOUR INFORMATION OUTSIDE OF THE EUROPEAN ECONOMIC AREA (EEA)

We have no reason under normal circumstances to transfer your information outside the EEA and if we did, we would seek your permission to do so.

7. INFORMATION WE COLLECT THROUGH YOUR USE OF OUR WEBSITE

We do not collect information through the use of cookies and similar technologies when you visit our website.

8. ACCESS TO YOUR INFORMATION AND CORRECTION

You have the right to request a copy of the information we hold about you. We will provide you with this information within one month of receiving your request and verifying your identity.

You also have a right to contact us if you believe your personal information is incorrect, or if you believe we are no longer entitled to use your personal data. If you have any questions about how we use your personal information, please contact us using the details provided at the end of this policy.

9. RETAINING YOUR DATA

The information we collect about you may be subject to various regulatory and legislative requirements. We will endeavour not to keep your personal information for longer than we have to for us to fulfil our obligations to you. All information is destroyed securely by secure shredding by a bona fide shredding company and confirmation of the shredding is received.

10. COMPLAINTS

We work hard to ensure that your personal information is treated safely and securely. However, if you have a complaint, write to us using the contact details at the end of this policy, or ring us direct on 01534 888076. You also have the right to complain to the Information

Commissioner's Office.

11. CHANGES TO OUR PRIVACY POLICY

We review our Privacy Policy regularly and will place any updates on our website and in relevant policy communications.

12. WHO TO CONTACT IN RELATION TO PROCESSING OF PERSONAL INFORMATION AT CLEAR CONCEPTS

Clear Concepts Limited controls the processing of personal data on its systems. If you would like to discuss anything in relation to this policy or how we handle your personal information, you can reach us by writing to:

The Managing Director
Clear Concepts Limited
Cleveland House
Cleveland Road
St Helier
Jersey
JE24PB