

## Privacy Policy

Tracey Rickard ("We/Us") are committed to protecting the privacy of all company and individual information that is provided to us in order that we may provide our services. We will endeavour to treat all information with the utmost respect and confidentiality. This policy (together with our terms of use and any other documents referred to on it) sets out the basis on which any 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 Data Protection Act 1998 (the Act), the data controller is Tracey Rickard, Tracey Rickard, Carlidnack Lane, Mawnan Smith, Cornwall, TR11 5HE.

### 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 <http://www.traceyrickard.co.uk> (our site). This includes information provided at the time of requesting information. We may also ask you for information when you enter a competition or promotion sponsored us, and 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, location data, weblogs and other communication data, whether this is required for our own billing purposes or otherwise and the resources that you access.
- Information that you provide to us to enable us to carry out our duties in respect of the services that we provide to you. This could be data sent to us by fax, email, letter or any other medium.

### 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.

### Where we store your data

The data that we collect from you will be stored securely at our offices in the UK. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy. 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. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

### Security of information stored at our UK site

We are committed to ensuring that all information stored is secure. In order to prevent unauthorised access or disclosure we have implemented suitable procedures to safeguard and secure the information that is collected from you. Physical files are kept for 5 years before being destroyed as confidential waste and are held in secure storage. All hard copies of work in progress are disposed of by confidential waste. All work stored on computer is password protected. Our computer network has current anti-virus software and firewall protection.

### Uses made of the information

We use information held about you in the following ways:

- To store for future projects in order to carry out your work and in order to provide a consistently professional service.
- To ensure that content from our site is presented in the most effective manner for you and your computer.
- To provide you with information, products or services that you request from us.
- To carry out our obligations arising from any contracts entered into between you and us.
- To notify you about changes to our service.

## **Disclosure of your information**

We will not pass on any information to third parties. Your data will not be sold to mailing lists or external companies or used for SPAM mailings. We may disclose your personal information:

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 we or substantially all of our assets are acquired by a third party, in which case personal data held by it about its customers 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 or standard terms and conditions of business and other agreements; or to protect the rights, property, or safety of Tracey Rickard, our customers, 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 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 the right at any time by contacting us at Tracey Rickard, Carlidnack Lane, Mawnan Smith, Cornwall, TR11 5HE. Our site may, from time to time, contain links to and from third party website. 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 website.

## **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 to meet our costs in providing you with details of the information we hold about you.

## **Changes to our privacy policy**

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.

## **Contact**

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to Tracey Rickard, Carlidnack Lane, Mawnan Smith, Cornwall, TR11 5HE.