

# **Privacy Policy**

## **Who are we**

We are Consumer Credit Compliance Limited and can be contacted on the below contact details:

- Email: [info@consumercreditcompliance.co.uk](mailto:info@consumercreditcompliance.co.uk)
- Telephone: 01423 522 599
- Address: Consumer Credit Compliance, Windsor House, Cornwall Road, Harrogate, North Yorkshire, HG1 2PW.

## **Why do we collect and use your personal information**

We collect and use your personal information (i.e. name, contact details and company details) to be able to discuss and provide our compliance training services and training products to you.

## **What happens if I do not provide my personal information**

We need your personal information (i.e. name, contact details and company details) in order to discuss and/or provide our compliance training services and training products to you. If we do not collect your personal information we will not be able to discuss and/or provide our services to you.

We may use your personal information to send marketing communications to you about similar products and services that may be of interest to you. We may send our marketing communications to you by email and post. It is to be noted that you can object to your personal information being used by us to send you marketing information. Each marketing email will also include an unsubscribe link to enable you to opt-out of receiving future marketing communications. Each marketing post will include instructions on how to opt-out of future marketing communications.

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

We may share your personal information with our sister companies who provide compliance support services. Our sister companies may use your personal information to send marketing communications about their compliance services to you.

We may share your personal information with authorised third parties where we are required to do so by law. For example, we may share your personal information with HMRC.

## **Transferring your personal information outside Europe**

We will not transfer your personal information outside Europe.

## **How long will we store your personal information**

We will store your personal information for up to six years from ceasing to be our client. This is to enable us to refer to our records in the unlikely event that you want to lodge a complaint against us within six years.

If you do not exercise your right to object to marketing or unsubscribe to our marketing emails we will store your personal information for marketing purposes until you exercise your right to object or unsubscribe.

## **What are your rights in relation to your personal information**

### Right to access

You have the right to request copies of the personal information we hold about you at any time.

### Right to rectification

You have the right to request that we correct any inaccurate personal information we hold about you.

### Right to erasure

You have the right to request that we delete your personal information from our records.

Please note that we will not be able to delete your personal information whilst we are still providing our services to you. We will be able to delete your personal information once you cancel the service or once the service is completed.

### Right to restrict processing

You have the right to request that we restrict how we use your personal information.

### Right to object

You have the right to object to the collection and use of your personal information at any time.

### Right to data portability

You have the right to obtain a copy of your personal information in a legible and compatible format such as Excel or Word.

## **How can I exercise my rights in relation to my personal information**

You can exercise all of your rights by contacting us on any of the above contact details.

## **How do I lodge a complaint about the use of my personal information**

You can lodge a complaint with us directly by contacting us on one of the above contact details.

You also have the right to lodge a complaint directly with the Information Commissioner's Office (ICO). The ICO are the regulator who makes sure that we use your personal information in a lawful way.

You can lodge a complaint with the ICO by following this link <https://ico.org.uk/concerns/> or calling the ICO on 0303 123 1113.