



# Privacy Policy

Your trust is extremely important to us. Our privacy policy explains how we collect, store and handle your personal data.

## **Commitment to privacy**

We respect your privacy and are committed to protecting the personal information you provide to us.

When you provide us with your personal data, you consent to us processing all such personal data as set out in the Privacy Statement. Please read this Privacy Statement carefully and revisit this page from time to time to review any changes that we may have made.

Even though we take appropriate technical steps to protect your security, you should remember that data transmission over the internet cannot always be guaranteed as 100% secure and as such websites are always used at your own risk.

## **Personal data**

We keep personal data collected from any of our online forms. This data will be held securely on our systems and is used to initiate processes that you have explicitly chosen.

You have the right to ask for a copy of your data held by us in return for which you may be charged a small administration fee. You also have the right to require us to correct any inaccuracies in your data or remove your details altogether.



## **Why do we collect your personal information?**

We collect information to help manage the services we provide; we will contact you about the following:

- Services you have chosen

## **What type of information do we have?**

The information we have about you is limited to only what we need to provide our services effectively. This information includes:

- Your email address which you chose to supply and verify
- Your name which you chose to supply and verify
- Any written correspondence you provided

## **How do we get your information?**

We only collect the information you explicitly provide us (we do not use cookies at present). This is via online forms that you chose to fill in.



## **Who do we share your data with?**

All of our data about you is stored securely. We do not share your data with third parties for marketing purposes.

## **How long will we keep your personal data?**

Whenever we collect or process your personal data, we will only keep it for as long as is necessary to serve the purpose for which it was acquired.

The sensitive data we collect and store securely are email addresses and passwords.

If you supply information as though we will keep the personal data that you supplied until you ask us to delete it. This is because deleting it would be detrimental to the service you have chosen.



## **How do we protect your personal data?**

We know how much data security matters to all our customers. With this in mind, we will treat your data with the utmost care and take all appropriate steps to protect it.

We secure access to all transactional areas of our websites and apps using 'https' technology. Access to your personal data is password-protected and is deliberately low in quantity. Our hosting provider is accredited to ISO:27001 Information Security Management Systems.



## What are your rights?

You have several legal rights in relation to the information that we hold about you, including:

- The right to request details of the information we have about you
- The right to ask that we update your information if it is inaccurate or incomplete
- The right to ask that we erase your information
- The right to make a complaint with the Information Commissioner [www.ico.org.uk](http://www.ico.org.uk) if you think that any of your rights have been infringed by us

You can exercise your rights by contacting us via email or telephone with the details available on our website:

<https://PROARK.co.uk>