

Crux Associates Ltd Privacy Policy 2018

Introduction

This policy sets out the different areas where user privacy is concerned and outlines the obligations & requirements of the users, the website and website owners; Crux Associates Ltd, who are the data controllers for this website. Furthermore, the way this website processes, stores and protects user data and information will also be detailed within this policy.

The website

This website and its owners(Crux associates Ltd) take a proactive approach to user privacy and ensure the necessary steps are taken to protect the privacy of its users throughout their visiting experience. This website complies with all UK national laws and requirements for user privacy.

Personal information

Whilst using our website, software applications or services, you may be required to provide personal information (name, address, e-mail). We will use this information to administer our website, applications, client databases, marketing material and to process your enquiry. We will ensure that all personal information supplied is held securely in accordance with the General Data Protection Regulation (EU) 2016/679, as adopted into law of the United Kingdom in the General Data Protection Act 2018. Further, by providing telephone and email details, you consent to **Crux Associates Ltd** contacting you using that method. You have the right at any time to request a copy of the personal information we hold on you. Should you wish to receive a copy of this, or would like to be removed from our database, please contact us at **Crux Associates Ltd**.

Information collection and use

How do we collect information?

a. Information you give us.

You may give us information about you by filling in the contact form on our website (www.cruxassociates.co.uk) or by corresponding with us via phone, e-mail, letter, social media or by any other means of communication.

When you sign up to our site, engage our services or communicate with us, you may choose to voluntarily give us certain information – for example, by filling in text boxes or completing registration forms. All this information requires a direct action by you at that time in order for us to receive it

b. Information we collect about you.

With regards to each of your visits to our website we may automatically collect the following information:

- Technical information, including the Internet Protocol (IP) address used to connect your computer to the internet; your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform.
- information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page.
- **c. Disclosure of information**
- We may share your information with selected third parties including:
 - business partners, suppliers and subcontractors for the performance of and delivery of any contract we enter into with them or you.

- Use of cookies

- About Cookies

- Cookies are small files saved to the user's computer's hard drive that track, save and store information about the user's interactions and usage of the website. This allows the website, through its server to provide the users with a tailored experience within this website.
- This site uses cookies – small text files that are placed on your machine to help the site provide a better user experience. In general, cookies are used to retain user preferences, store information for things like shopping baskets, and provide anonymised tracking data to third party applications like Google Analytics. As a rule, cookies will make your browsing experience better. However, you may prefer to disable cookies on this site and on others. The most effective way to do this is to disable cookies in your browser

- What do we use cookies for?

- We may use cookies to remember personal settings you have chosen at our website. In no other context do we use cookies to collect information that identifies you personally
- We use anonymous session cookies (short-term cookies that disappear when you close your browser) to help you navigate the website and make the most of the features.
- This website uses Google Analytics which uses cookies to track visitor usage. The software will save a cookie to your computer's hard drive in order to track and monitor your engagement and usage of the website, but will not store, save or collect personal information.

- As a rule, cookies will make your browsing experience better. However, you may prefer to disable cookies on this site and on others. The most effective way to do this is to disable cookies in your browser.
- **How long do we keep your data for?**
- **Crux Associates Ltd** will not retain your personal information any longer than necessary. We will hold onto the information you provide either while your account is in existence, or as needed to be able to provide the Services to you, or (in the case of any contact you may have with our Customer Care team) for as long as is necessary to provide support-related reporting and trend analysis only.
- If legally required or if it is reasonably necessary to meet regulatory requirements, resolve disputes, prevent fraud and abuse, or enforce our Terms and Conditions, we may also retain some of your information for a limited period of time as required, even after you have closed your account or it is no longer needed to provide the Services to you.
- **How we store your personal data**
- The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area (“EEA”). By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Registration forms

Crux Associates Ltd will not sell or rent your personally identifiable information, gathered as a result of filling out the site registration form, to anyone.

Choosing how we use your data

We understand that you trust us with your personal information and we are committed to ensuring you can manage the privacy and security of your personal information yourself.

The Act and GDPR gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act/GDPR. Any access request will be free of charge unless your request is manifestly unfounded or excessive.

With respect to the information relating to you that we hold, and recognising that it is your choice to provide us with your personally identifiable information, we commit to giving you the ability to do all of the following:

- You can verify the details you have submitted to **Crux Associates Ltd** by contacting us. Our security procedures mean that we may request proof of identity before we reveal information, including your e-mail address and possibly your address.
- You can also contact us by the same method to change, correct, or delete your personal information controlled by Crux Associates Ltd regarding your profile at any time. Please note though that, if you have shared any information with others

through social media channels, that information may remain visible even after information is deleted by us.

- You have the right to ask us not to process your details for marketing purposes.
- You can always feel free to update us on your details at any point by contacting us at **Crux Associates Ltd**.
- You can unsubscribe from receiving marketing emails from us by contacting **Crux Associates Ltd** via E-mail, telephone or other suitable means of communication.
- You can request a readable copy of the personal data we hold on you at any time. To do this, please contact us at **Crux Associates Ltd**.

Please note, we are constantly reviewing how we process and protect data. Therefore, changes to our policy may occur at any time. Please check back frequently to see any updates or changes to our privacy policy.

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