

Website Privacy Policy

Please read the following carefully as it provides you with information regarding our information gathering and dissemination practices relating to this website: www.ccwl.co.uk

1. Our beliefs regarding data protection and user privacy

We are committed to respecting and protecting your privacy. Data protection and user privacy are very important to us, and this privacy policy describes exactly what you can expect from us and details your rights when it comes to our use of your personal data when using our website. This policy is designed to provide transparency over how your personal information is collected, used and stored.

Our primary goal in collecting information from you (including personal information) is so that we can provide you with services and features that most likely meet your needs, and to customise our service and web site to make your experience easier.

We will only collect sufficient information on you to allow us to communicate with you in an appropriate way. This information will include your name and organisation details as appropriate. In order to tailor our subsequent communications to you and continuously improve our services, we may also ask you to provide us with information regarding more detailed contact preferences.

Once you have chosen to provide us personally identifiable information (any information by which you can be personally identified) you can be assured that it will only be used to support your customer relationship with us.

Should you have any queries or concerns regarding any of the practices outlined within this policy, you can contact us using the details at the end of this policy.

Why have we created this policy?

This policy ensures that Combicare Weston Ltd:

- Complies with data protection laws and follows good practice;
- Upholds the rights of its employees, customers and partners;
- Is fair and transparent in how it collects, processes and shares personal data; and
- Protects the individual personal data it holds, by reducing the likelihood of a data breach.

2. Relevant privacy policy legislation

Our business and website conforms to the following data protection legislation:

- UK Data Protection Act 1988 (DPA)
- EU Data Protection Directive 1995 (DPD)
- EU General Data Protection Regulation 2018 (GDPR)

3. Information this website collects and why we collect it and how we use it

This website collects and uses personal information for the following reasons:

- To provide access to our services
- To provide you with effective and efficient customer service

- To monitor your use of our online channels in order to deliver an enhanced and personalised user experience
- To detect and prevent fraudulent and illegal activities and security breaches
- To keep you informed of news, updates and product information that align with your interests via email
- To commit to a process of continuous improvement of our products and services
- To gather the information required to contact you via telephone, email, text, fax or post in order to fulfil service and support requests and follow-up enquiries.

3.1. Contact forms

Unless you explicitly consent to get news and updates via email from us, we will never store your details on our website. The data entered into any forms on this site is collated into an email and sent to us.

3.2. Handling data

Whenever personal data is handled, it will likely involve a form of processing, therefore must be processed in accordance with GDPR requirements. At least one of the following must apply to permit the collection and processing of personal data:

Legitimate Interests: the processing of personal data is necessary for the company's legitimate interests unless there is good reason to protect the individual's personal data. The test is whether an individual would, or should, reasonably expect the processing to take place by the company.

Contract: the processing is necessary for the performance of a contract with the individual, or to take steps to enter into a contract.

Legal Obligation: the processing is necessary for us to comply with the law (not including contractual obligations).

Vital Interests: the processing is necessary to protect someone's life e.g. keeping next of kin information for health and safety purposes.

Consent: we have obtained the individual's consent to process the personal data e.g. when sending out marketing campaigns and newsletters.

4. How we store your information

We have taken various steps to put in place security measures to protect the web site from loss, misuse and alteration of information.

5. Third party data processors

Our web site may contain links to third party web sites, which are outside our control. We are not responsible for the third-party web sites (or their cookies and other data collection devices) and so would recommend that you review their privacy policies carefully.

However, these third parties we use have been carefully chosen and all of them comply with the GDPR legislation set out in section 2.0. All third parties are EU-U.S Privacy Shield compliant.

6. Data breaches

We will report any unlawful data breach of this website's database or the database(s) of any of our third party data processors to any and all relevant persons and authorities within 72 hours of the breach if it is apparent that personal data stored in an identifiable manner has been stolen.

7. Data controller

The data controller of this website is: Paul Evans

Whose registered and operating office is: Unit 5 Bridgwater Court, Oldmixon Crescent, Weston-super-Mare, BS24 9AY.

8. Changes to privacy policy

We will not use or share personally identifiable information provided to us online in ways unrelated to the ones described above without first requesting your permission. In the event that our privacy policy does however change, and we do not propose to use personally identifiable data collected through the web site for other uses than those described above, we will advise you by means of a notice on our website of any material changes to the privacy statement.

9. Contact us

If you have any queries or concerns regarding any of the practices outlined within this policy, you can contact us using the details below:

Address: Unit 5 Bridgwater Court, Oldmixon Crescent, Weston-super-Mare, BS24 9AY

Telephone: 01934 414242

Email: mail@ccwl.co.uk

If you wish to either subscribe to or no longer wish to receive our newsletter and any marketing materials from us, please use our newsletter management tool: www.ccwl.co.uk