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## PRIVACY POLICY

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**Weetwood Services Limited treats the privacy of its clients very seriously and we take appropriate security measures to safeguard your privacy. This privacy statement explains how Weetwood Services Limited will collect, process, use or share any personal data that is collected from you.**

Weetwood services Limited (“we”, “us” or “our”) for purposes of the General Data Protection Regulation (GDPR) is the “Data Controller” and is committed to protecting the rights of individuals in line with the regulation.

### **What information do we collect about you?**

We collect information about you when you contact us via email or other means. This information may include details such as your name, email address, telephone number and any other information that you provide.

### **How do we use the information we collect?**

- to provide the services or information which you have requested
- to improve our products and services

### **What is our legal basis for processing your personal data?**

Processing is necessary for the legitimate interests of Weetwood Services Limited as defined by Article 6 (f), EU GDPR, “Lawfulness of processing”.

### **Disclosing your information**

We may disclose your information to third parties in the following circumstances:

- as required as a matter of law
- in the reasonable enforcement of our rights
- where we have your permission

### **Storage of information**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have in place suitable physical, electronic and managerial procedures to safeguard and secure the information that we collect and retain.

It is possible that personal data we collect from you may be stored securely on servers outside the European Union.

We will not keep personal data for longer than necessary for our business purposes or for legal requirements.

### **Access to information**

The General Data Protection Regulation (GDPR) grants you, the “data subject”, the right to access particular personal data that we hold about you, provided that we have all the necessary information from you, we shall acknowledge the request promptly and respond formally within one month of receiving the request.

We may also ask you for a copy of your ID to make sure we are sending the information to the right person.

### **Links to other websites**

On our website we may provide hyperlinks to the websites of third parties. Please note that this privacy statement applies only to the contents of our site and not to those websites to which we may provide a link.

### **Accuracy of information**

If you believe that any information that we are holding about you is incorrect or incomplete, please write to us or email us as soon as possible.

### **If you have a complaint**

If you have a complaint regarding the use of your personal data, please contact us.

If your complaint is not resolved to your satisfaction and you wish to make a complaint to the Information Commissioner’s Office (ICO), you can contact them on 01625 545745 or 0303 123 1113.

### **How you can contact us**

You can send an email to [info@weetwood.net](mailto:info@weetwood.net)

Alternatively, you can write to:  
Weetwood, Park House, Broncoed Business Park  
Ffordd Byrnwr Gwair, Mold, Flintshire, CH7 1FQ

### **Policy Changes**

Weetwood may, from time to time, make changes to this privacy statement.