

Andrew Croft & Co customer privacy notice:

This privacy notice tells you what to expect us to do with your personal information.

Contact details

Post

Andrew Croft & Co,
240 Balham High Road,
LONDON,
SW17 7AW,
GB

Telephone

020 8673 0116

Email

office@andrewcroft.com

What information we collect, use, and why

We collect or use the following information to **provide services;**

prevent crime, prosecute offenders, or defend against legal action;

research or archiving purposes;

comply with legal requirements;

to register you as a new customer;

to improve our website;

to administer and protect our business and this website:

- Names and contact details
- Addresses
- Date of birth
- Purchase or account history
- Website and app user journey information
- Records of consent, where appropriate
- IP Addresses

Lawful bases

Our lawful bases for collecting or using personal information are:

- Consent
- Contract
- Legal obligation
- Legitimate interest:
 - We may use your personal data where it is necessary to conduct our business and pursue our legitimate interests, for example to prevent fraud and enable us to give you the best and most secure customer experience. We make sure we consider and balance any potential impact on you and your rights (both positive and negative) before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law).

Where we get personal information from

- People directly (your interactions with us)

- Publicly available sources
- Automated technologies or interactions.
- Third parties:
 - We will receive personal data about you from various third parties and public sources as set out below
 - Technical Data is collected from the following parties: analytics providers such as Google based outside the UK
- Cookies.

Children

This website is not intended for children, and we do not knowingly collect data relating to children.

How long we keep information

By law we have to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they cease being customers for tax purposes.

Storage and Security

All the information is stored on our servers. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal information, we cannot guarantee the security of your information transmitted to our website and any transmission is at your own risk. Once we have received your personal information, we put in place reasonable and appropriate controls to ensure that it remains secure against accidental or unlawful destruction, loss, alteration, or unauthorised access.

Your Acceptance

By using the Andrew Croft & Co website, you consent to the collection and use of your information as set out in this privacy policy.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal data.

Your right to rectification - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal data in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

Last updated

11 July 2024