

We are committed to safeguarding the privacy of our website visitors; this policy sets out how we will treat your personal information.

Please read this privacy notice carefully as it contains important information on who we are, how and why we collect, store, use and share personal information, your rights in relation to your personal information and on how to contact us and supervisory authorities in the event you have a complaint.

## 1. Who we are

Canmoor collects, uses and is responsible for certain personal information about you. When we do so we are regulated under the General Data Protection Regulation which applies across the European Union (including in the United Kingdom) and we are responsible as 'controller' of that personal information for the purposes of those laws.

Canmoor's registered office is situated at 34 Dover Street, London W1S 4NG.

## 2. The information we collect and how we use it

The personal information we collect about you is made up from the information you give to us during your use of our website and services, such as when you submit a message or query via the website. This may include such information as your name, email address, contact telephone number and other information contained in your message or query such as information about your employer or employment situation.

We gather this information for the following main purposes: to allow us to process your queries; to provide you with information requested by you; for administrative or operational reasons relating to the website or our services; for marketing purposes (please see below for further details); for internal analysis and research; to comply with legal and regulatory requirements; and to help detect and deal with crime and unsavoury behaviour.

We may monitor and record communications with you (such as emails) for the purpose of quality assurance, training, fraud prevention and compliance.

## 3. Who we share your personal information with

We may from time to time use agents and service providers to collect, hold and process on our behalf your personal information for the purposes set out in this Privacy Policy. These agents and service providers act on our instructions and will only use your information as we tell them to.

We will share personal information with law enforcement or other authorities if required by applicable law.

We will not share your personal information with any other third party.

## 4. How we use cookies

The website uses cookies. Cookies are small text files which are placed onto your computer (or other electronic device) when you use the website. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website experience, by enabling us to monitor which pages you find useful and which you do not. None of your personal details are held in these cookies.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

For further information on cookies generally visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

## 5. How we protect your information

The internet is not a secure medium. However, we have put in place appropriate security measures and procedures as set out in this Privacy Policy to prevent personal information from being accidentally lost or use or access in an unauthorised way.

We take the security and privacy of your personal information extremely seriously.

We have strict internal procedures which cover the storage, access and disclosure of your information and we limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online problems, please visit [www.getsafeonline.org](http://www.getsafeonline.org). Get Safe Online is supported by HM Government and leading businesses.

## 6. Transfer of your information out of the EEA

At this stage we do not transfer any personal data outside of the EEA. We will use our best endeavours to ensure all 3rd parties deal with personal data in a GDPR compliant manner.

## 7. Sale of business

In the unlikely event that this business is sold or integrated with another business your details may be disclosed to advisers and any prospective purchaser and their advisers and may be passed onto new owners.

## 8. Your rights

Under the General Data Protection Regulation you have a number of important rights. In summary, these include:

- fair processing of information and transparency over how we use your personal information;
- access to your personal information and to certain other supplementary information that this Privacy Policy is already designed to address;
- require us to correct any mistakes in your information which we hold;
- require the erasure of personal information concerning you in certain situations.
- to receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations;
- object at any time to processing of personal information concerning you for direct marketing;
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you;
- object in certain other situations to our continued processing of your personal information; and
- otherwise restrict our processing of your personal information in certain circumstances.

For further information on each of those rights, including the circumstances in which they apply, see the Guidance from the UK Information Commissioner's Office (ICO) on individuals rights under the General Data Protection Regulation.

If you would like to exercise any of those rights, please:

- email, call or write to us (see contact details below);
- let us have enough information to identify you;
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
- let us know the information to which your request relates.

## 9. Changes to this Privacy Policy

This Privacy Policy was last updated in September 2020.

We may change this privacy notice from time to time and may also notify you of changes to our privacy policy by email. We recommend you check this Privacy Notice from time to time.

## 10. How to complain

We hope that we can resolve any query or concern you raise about our use of your information. If you have any queries about the security of your data and the way in which it is used by us, please contact us using the details below and we will endeavour to help.

The General Data Protection Regulation also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/> or telephone: **0303 1231113**.

## 11. How to contact us

If you would like to contact us with any queries or comments or if you have any questions about this Privacy Policy or the information we hold about you please send an email to [info@canmoor.com](mailto:info@canmoor.com)

**Updated September 2020**