

Privacy Policy

CLIFFE FEOFFEES (AND CLIFFE HALL) respects the rights of all our website visitors and users to privacy and data protection.

We are committed to complying with the provisions of all applicable Data Protection legislation.

This privacy policy (“policy”) outlines how CLIFFE FEOFFEES (AND CLIFFE HALL) uses, shares and retains personally identifiable information provided by users of this website as a data controller. We are responsible for determining how we hold and use all personal information provided to us. This policy is effective as of 01/08/2020. The policy will be assessed continuously against new business regulatory changes that may ensue.

The data that we collect:

We collect and maintain a variety of personally identifiable information including but not limited to Names, Email addresses, Phone numbers, Payment information, and Social Media Profiles. We collect information directly from individuals or from analytics providers such as Google. Personal information may be further collected through emails, Phone Calls and Face to Face meetings. We do not collect personal data about individuals except that which is provided on a voluntary basis. Users should be aware that non-personal information and data may automatically collected through the standard operation of CLIFFE FEOFFEES (AND CLIFFE HALL)’s webserver and by the use of cookies technology and/or Internet Protocol address tracking. Non-personal identification information might include the browser you use, the type of computer, its Operating systems, the Internet Service Providers, and other such relevant information. Our web server also automatically gathers information regarding the most viewed pages and links on our website, the top entry and exit points, time spent on pages, top downloads and keywords used offsite to lead potential customers to our website. It also indicates your internet protocol address, information collected via cookies, areas that you may visit on the website, the links you may select from within the website to other external websites, and device event information such as system activity, crashes, hard ware settings, browser type etc.

Cookies:

A cookie is a tiny file of data that remains on your hard drive. Most browsers are set to accept cookies. You can set your browser to refuse cookies or to alert you when cookies are being sent. However, if you disable cookies, the full functionality of our website may not be available to you. The information thus collected enables us to develop and customise our services to better meet your needs and preferences.

What we do with your information:

The personal data collected is used by CLIFFE FEOFFEES (AND CLIFFE HALL) to provide you with information about our website. It may be used to contact you to seek your views and to send

Relevant marketing information. We may perform statistical analysis of user

behaviour and characteristics to measure interest in the various sections of the website.

The personal data held by CLIFFE FEOFFEES (AND CLIFFE HALL) may also be used on an aggregate basis without any personal identifiers to provide third parties with information to help us develop new services and products and to improve the features and content of our website. If we combine or connect aggregated data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy policy.

Who has access to your information:

The CLIFFE FEOFFEES (AND CLIFFE HALL) marketing team have access to your personal data via the CRM system on the website.

We may work alongside affiliated third parties that also have access to your data.

Mailchimp hosts our mailing list. This includes names, business names and email Addresses. See their privacy policy at www.mailchimp.com/legal

Contacting the Website:

If you have any questions about this privacy statement, the practices of this site or your dealings with this website please contact us at [info@Cliffe Feoffees \(and Cliffe Hall\).com](mailto:info@Cliffe Feoffees (and Cliffe Hall).com)

Data retention:

Personal data is stored in our management system. Both paper based and electronic. Personally identifiable information will not be disclosed to any third party unless permission has first been obtained from the user. We will only retain your personal data for as long as reasonably necessary to fulfil

The purposes for which it was collected. We may retain your personal data for a longer period in the event of a complaint.

At regular intervals we will:

- Review the length of time we retain your personal data
- Securely delete information that is no longer needed.
- Update, archive or securely delete information if it becomes out of date.
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Security:

CLIFFE FEOFFEES (AND CLIFFE HALL) uses reasonable measures to safeguard personally identifiable information. The implemented measures will be appropriate to the type of information maintained and compliant with all relevant legislation governing protection of personal information. Measures are implemented to preserve the confidentiality, integrity and availability of the personal information. Security measures are in place to prevent your personal data being accidentally lost, used, or accessed in an unauthorised way, altered or

disclosed. In the event of suspected data security breach we will notify you where we are legally required to do so.

Links to Third Party Sites:

Where appropriate and only for legitimate business needs we may provide links to third party websites, or to advertising material which may contain links to third party sites. These links are provided as a service to website users, and clicking on these links or enabling those connections may allow third parties to collect or share data about you. These linked third party websites are operated by independent entities with their own Privacy Policies which we would encourage you to read. This privacy policy is not applicable to such other websites or to the use that they may make of your information. CLIFFE FEOFFEES (AND CLIFFE HALL) has no control over the content displayed on such sites, nor over the measures, if any, that are taken by such sites to protect the privacy of your information. Our website may also serve third party advertisements, or other content that contain their own cookies or tracking technologies. CLIFFE FEOFFEES (AND CLIFFE HALL) does not control the use of these technologies.

Opt Out:

From time to time CLIFFE FEOFFEES (AND CLIFFE HALL) may send promotional material in the form of an email and/or blog to provide information regarding new products, events or other news that may be of interest to our website users. If you do not wish to receive marketing material you may opt out. Every marketing email will include an "unsubscribe" link. You may also notify us in by email: hall@cliffehall.uk

Access, Review and Correction:

The Data General Protection Regulations give you the right to access your personal data held by us. (Subject Access Request) Requests must be made in writing. We will endeavour to respond to the request within a reasonable period and in any event within one month as required by the relevant provisions in the GDPR. We will take all reasonable measures to ensure that the personal data we hold about you is accurate. You may review and correct your personal information should there be any errors in the gathered data. On making a request to access or review your personal data, we will request you to verify your identity before such request can be fulfilled.

Privacy Rights:

In addition to the rights of access, review and correction you have the right to object to your personal data being processed for any particular purpose, to request that we stop using your information, to request that we delete or remove your information, or request the transfer of your personal data to you or to a third party. Where we are

Relying on consent to process your personal information, you have the right to withdraw such consent at any time.

If you wish to exercise these rights please contact us by email. If you have further concerns about how we use your personal data you have the right to contact the

Information Commissioners Office (ICO), the Data Protection Authority for the UK.

Notification of Changes:

If we intend to change our Privacy Policy, we will post those changes on this page so that users are always aware of how we use your information, and under what circumstances, if any, we would disclose it. We will only use your personal data for the purposes for which it was collected, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If at any time we decide to use personally identifiable information in a manner different from that stated in this policy we will notify our users by email or a posted change to this policy at such time. We reserve the right to amend or change this policy at any time.