

Privacy Policy

The Company is committed to processing personal information about its clients and partners in ways that comply with its legal and regulatory obligations, and to being clear with clients and partners about what it does with their personal information.

This Policy explains how we use any personal information we may collect about you when you use our websites; or when you use or are a recipient of our services.

Personal information that the Company may collect about you.

The Company may collect personal information which we receive when:

- you use our website
- you use our services
- you contact us

We may collect the following types of information:

- your name, address, email address, telephone number(s) and other contact details
- information required to provide you with a service, and details of our services that you have used
- your company's name, your position in the company; the company's address, company's email address and telephone number
- information collected through your use of the Company website. Please see the Cookies Policy below for more information
- details of any enquiry or complaint you make to the Company

Why the Company collects personal information

The Company collects your personal information to:

- provide you with products and services that you may request from us or selected third parties
- enhance or improve clients' experience of our products and services and our website
- improve and develop its services
- meet its legal and regulatory obligations.

How the Company collects personal information

The Company collects personal information:

- **directly from clients:** e.g. when a client or consultant approaches us with a project enquiry
- **when products or services are provided together with a business partner** and the information is collected by the business partner in order for the Company to provide you with the product or service, if relevant.

Who sees the information which the Company holds?

Clients' personal information may be provided to selected third parties:

- where services are provided together with a business partner and it is necessary to disclose the information to them in order to provide the services
- for the prevention of fraud against the Company, third parties and clients
- for the purposes of identity verification

Other third parties (including the police, law enforcement agencies, credit reference and fraud prevention agencies and other bodies) to protect our or another person's rights, property, or safety e.g.

- to exchange information to protect against fraud and to reduce payment risks, if relevant
- in connection with the prevention and detection of crime.

Keeping personal information secure

The Company is committed to keeping clients' and partners' personal information secure to protect it from being inappropriately or accidentally accessed, used, shared or destroyed, and against it being lost.

How long we keep personal information

The Company will only retain clients' personal information for as long as it needs it to carry out a particular purpose or meet a particular obligation.

Keeping personal information accurate

The Company will ensure that personal information is kept accurate and up to date as far as is reasonably possible. However, the Company relies on clients and partners to ensure that some of the information it holds about them is accurate and up-to-date. We encourage clients and partners to inform the Company of any changes to their information.

Access to personal information

The Company provides clients and partners with access to their personal information and the opportunity to amend and update their details or preferences (including consent to receive marketing communications) in order to keep the information up-to-date and accurate.

You can request details of personal information the Company holds about you, including on our websites' databases, by contacting us.

Requests must be made in writing. Proof of identification is required in order to protect your information. We also require sufficient details to be able locate your information. For example, dates and details of the website, products or services that you have used. An optional application form may be provided to assist us in locating the information you require.

Marketing

A customer may request the Company to provide them with information about products and services which may be of interest to them. We will not provide information that does not meet your requirements.

We will make it easy for you to opt out of any information requests if you no longer wish to receive them.

Cookies

Cookies are text files placed on your computer when you use a website. If you would like details of the Cookies used by the Company website, please request this from us.

Changes to our privacy policy

We will keep our privacy policy under regular review and will place any updates on our website.

How to contact us

Clients with queries or complaints relating to products or services provided by the Company can contact the Company in writing, at the address below:

For requests, complaints or queries relating to the use of your personal information please write to:

The Data Protection Manager
Landcraft Projects Ltd
Unit 3 Mill Farm
St Mellons Road
Lisvane
Cardiff
CF14 0SH

Telephone: 029 2076 4609

E-mail: privacy@landcraft-projects.co.uk

Dated: May 2018

Review Date: May 2020

Managing Directors Signature:

A handwritten signature in blue ink, consisting of a horizontal line with a small vertical tick on the left side, followed by a long, sweeping horizontal stroke that ends in a small loop.