

WEBSITE PRIVACY POLICY

Privacy Policy

This privacy policy ("the Privacy Policy") sets out how Decision First Limited uses and protects any information that you give us when you use this website ("the Website"). The expressions "we", "us" and "our" refer to Decision First Limited.

We agree that you have the right to know how we will utilise the personal information you provide to us and we have therefore adopted the Privacy Policy to govern the use and handling of your information, so that you can feel confident about the privacy and security of the personal information you provide to us. The Privacy Policy does not govern the manner in which we may use information we have obtained from a public record or from another person or entity.

Disclosure of Information

Should we ask you to provide certain information by which you can be identified when using the Website you can be assured that it will only be used in accordance with the Privacy Policy. We may change the Privacy Policy at any time by updating this page so you should therefore check this Website from time to time to ensure you are aware of any changes.

Depending on which of our services you will be utilising, the types of non-public personal data that we may collect includes data we receive from you on applications, forms and in other communications to us whether in writing, by telephone, via the internet or any other means, including:

- name;
- contact information, including email addresses, practice address, Law Society ID numbers (or Council for Licensed Conveyancers or Institute of Legal Executives equivalent), telephone numbers and facsimile numbers;

We require this information to understand and provide you with a service, and we may use it for the following reasons:

- for internal record keeping;
- to provide the information to third parties named on the application forms and other documentation provided to you to allow them to approve you and your practice to use the Website;
- to contact any third parties mentioned by you on your application form to obtain further information, references or clarification on the data provided;
- to improve our products and services;
- to send you promotional e-mails which we think you may find interesting;
- to contact you for market research purposes;
- to customise the Website;
- for the purpose of compliance with applicable laws and regulations to process payment for the purchase of products and/or services; or
- to provide the information about you to agents or subcontractors of our group so that they can assist us with providing the Website service to you

We may store the information indefinitely, including the period after which any relationship has ceased, for internal purposes only, such as quality control or customer analysis. We will not release your information to non-affiliated parties but may release it to one or more of our affiliated companies.

Information we gather will not be transferred to other countries without adequate protection in accordance with the Data Protection Act 1998 ("DPA").

You may request details of personal information which we hold about you under the DPA, in which case a small fee will be payable. If you would like a copy of the information held on you please send an e-mail to: enquiries@decisionfirst.co.uk.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible at the above address. We will promptly correct any information found to be incorrect.

If you wish to exercise the right to opt out for promotion or marketing purposes you will need to send us an e-mail to: enquiries@decisionfirst.co.uk. If you have provided contact details we may contact you by any of the means you have provided.

Security

The internet is not a secure medium but we are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online. We will use our best efforts to ensure that no unauthorised parties have access to any of your information and we restrict access to non-public data about you to those individuals and entities that need to know the information to be able to provide products and services to you.

How we use cookies

Cookies are used on the Website. A cookie is a small file that is stored on your computer when you visit a website. If you visit the website again, it is recognised as a repeat visit by means of the cookie. The cookie cannot be used to identify you on websites of third parties. The cookie helps analyse web traffic or lets you know when you visit a particular site. We use traffic log cookies to identify which pages are being used, which helps us analyse data about web page traffic and improve the 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. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. 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. Some personalised services on the Website may not be available if you choose to disable cookies.

Links to other websites

The Website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our Website, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and this Privacy Policy does not govern such sites. You should exercise caution and look at the privacy statement applicable to the website in question.

Calls made to and by us may be monitored or recorded.

Legal statement about this Privacy Statement

This Privacy Policy is not designed to form a legally binding contract between us and users of our website or online services. It is a guide to the use of the Website.

Use of the Website by you constitutes acceptance by you of the Privacy Policy. If you do not wish to accept the Privacy Policy, you should not continue to use the Website.

Last reviewed on 27 March 2015.