



Privacy Policy

Introduction

At **THE FLAG CONSULTANCY LIMITED** we take your privacy very seriously and we are committed to maintaining the trust and confidence of visitors to our website. We can assure you that we will not sell your details to third parties nor add you to marketing lists unless you have explicitly agreed. In this document we provide you with some information on the types of information we store and what we do with it.

THE FLAG CONSULTANCY LIMITED are committed to protecting and respecting your privacy. This policy sets out the basis on which your personal data will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how it will be treated by us.

For the purpose of the General Data Protection Regulations (the “Regulations”) the data controller is: **THE FLAG CONSULTANCY LIMITED**

Reason for collecting Information

THE FLAG CONSULTANCY LIMITED is a Flag Sales & Installations business. With this purpose in mind, in pursuit of these legitimate interests, **THE FLAG CONSULTANCY LIMITED** will control & process information relevant to our business in order to be able to provide professional services to potential and current customers.

Where we store your Personal Data

The data that we collect from you may be transferred to and stored at a destination outside the European Economic Area. By submitting your personal data you agree to this transfer. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy.

All information you provide to us is stored on our secure servers. Where we have provided you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone

Unfortunately, the transmission of information via the Internet is not completely secure. So, whilst we will do our best to protect your personal data, we cannot ensure the security of your data transmitted to our site. Any transmission is at your own risk. Once we have received your information we will use strict procedures and security features to prevent unauthorised access.

Data Retention

This will depend on a number of factors, but will centralise around the nature of our relationship with you. For each category of data, we have considered the manner in which we process data against the rights and freedoms of the individual to ensure that we are acting reasonably and proportionately.





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Broadly speaking there are two scenarios that will determine the timeframes for retention of data:

Legally/financially – For example, in accordance with standard accounting practice, we will retain finance related data, such as records of payments, invoice details, etc. for a period of 7 years unless, in the unlikely event, there are mitigating factors that allow us to keep data for longer.

Commercially – for legitimate business reasons we will retain data for a reasonable period of time where we may need to contact you in the future.

Use of your Information

We may use information held about you in the following ways:

- to comply with applicable laws and regulations as well as contractual requirements with third parties;
- to ensure that content from our web site is presented in the most effective manner for you and for your computer
- to provide you with information or services;
- to allow you to participate in interactive features of our service where you choose to do so;
- to notify you about changes to our service.

Under Website Cookies

We collect cookies on our website to make sure that we are delivering the best possible experience to you the customer. We don't gather personal data unless you specifically provide it to us by way of filling in a form or joining a live support session. [More about our cookie policy can be found here.](#)

Google Analytics

When someone visits <http://www.flagconsultancy.co.uk/> we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.





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Mailing Lists

As part of the registration process for our newsletters, we collect personal information. We use that information for a couple of reasons: to tell you about stuff you've asked us to tell you about; to contact you if we need to obtain or provide additional information; to check our records are right and to check every now and then that you're happy and satisfied. We don't rent or trade email lists with other organisations and businesses.

We use a third-party provider, MailChimp, to deliver our newsletter. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. For more information, please see [MailChimp's privacy notice](#). You can unsubscribe to general mailings at any time of the day or night by clicking the unsubscribe link at the bottom of any of our emails.

Your Personal Information

Under GDPR you have the right to view, amend or delete personal information that we hold. Email any requests to info@flagconsultancy.co.uk and we will do what we can to assist.

Changes to this notice

This policy was created on **22nd May 2018** and will be periodically reviewed when appropriate.

