

Cartmell Shepherd Limited

Website privacy policy

## **1 Introduction**

- 1.1 Cartmell Shepherd Limited (the Company) takes your privacy very seriously. We ask that you read this Privacy policy carefully as it contains important information about what to expect when Cartmell Shepherd Limited collects personal information about you and how the Company will use your personal data.
- 1.2 Cartmell Shepherd Limited's registered office is Viaduct House, Carlisle CA3 8EZ.
- 1.3 This policy applies to information we collect about:
  - 1.3.1 visitors to our website
  - 1.3.2 people who do business with us or register for our service
  - 1.3.3 people who provide their contact details to us via our website enquiry system

## **2 The information we collect about you**

- 2.1 When you do business with us or register for our service or utilise our website contact system, we may collect the following personal information from you:
  - 2.1.1 Name
  - 2.1.2 postal address, email address and telephone number

## **3 How we will use the information about you**

- 3.1 We gather this information to allow us to provide the services requested and. The relevant information is then used by us to communicate with you on any matter relating to the conduct of your instructions in general.
- 3.2 We may also use aggregate information and statistics for the purposes of monitoring website usage in order to help us to develop our website and our services. We may also provide such aggregate information to third parties. These statistics will not include information that can be used to identify you.

## **4 Marketing**

- 4.1 We may also wish to provide you with information about special features of our website or any other service we think may be of interest to you. If you would like to receive this information, please send an email message to [post@cartmells.co.uk](mailto:post@cartmells.co.uk). If you agree to us providing you with marketing information, you can always opt out at a later date.

## **5 Cookies and other information-gathering technologies**

- 5.1 Our website uses cookies. Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. These cookies allow us to distinguish you from other users of the website which helps us to provide you with a good experience when you browse our website and also allows us to improve our site.
- 5.2 For more information on which cookies we use and how we use them, see our Cookies policy.

## **6 How we protect your information**

- 6.1 We have put in place the following security procedures and technical and organisational measures to safeguard your personal information:

- 6.1.1 Limited access
- 6.1.2 Secure data processing
- 6.1.3 Browser certification
- 6.1.4 Use of firewalls

6.2 We will use all reasonable efforts to safeguard your personal information. However, you should be aware that the use of the Internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal information which is transferred from you or to you via the Internet.

## **7 Access to your information and updating and correcting your information**

7.1 You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please send an email to the Practice Manager at [scott.garson@cartmells.co.uk](mailto:scott.garson@cartmells.co.uk) or send a letter to the Practice Manager at Viaduct House, Carlisle, CA3 8EZ. We may make a small charge for this service in accordance with the provisions of the Data Protection Act 1998.

7.2 We want to ensure that your personal information is accurate and up to date. If any of the information that you have provided to the Company changes, for example if you change your email address or name, please let us know the correct details by sending an email to the Practice Manager using the contact information in paragraph 7.1. You may ask us, or we may ask you, to correct information you or we think is inaccurate, and you may also ask us to remove information which is inaccurate.

## **8 Your consent**

8.1 By submitting your personal information you consent to the use of that information as set out in this policy.

## **9 Changes to Privacy policy**

9.1 We keep our Privacy policy under regular review. If we change our Privacy policy we will post the changes on this page, and place notices on other pages of the website, so that you may be aware of the information we collect and how we use it at all times. This Privacy policy was last updated on 10 July 2015.

## **10 How to contact Cartmell Shepherd Limited**

10.1 We welcome your views about our website and our Privacy policy. If you would like to contact us with any queries or comments please send an email to the Practice Manager using the contact information contained in paragraph 7.1.

## **11 Links to other websites**

11.1 Our website contains links to other websites. This Privacy policy applies only to this website so when you access links to other websites you should read their own privacy policies.