

BROCKINGTON CARROLL

PRIVACY POLICY – JANUARY 2025

Clients (“you”) of Brockington Carroll (“us” or “we”) have rights to know our views and practices concerning privacy and how any personal data we collect from you, or that you provide to us, will be processed.

We comply with Data Protection Legislation. Such legislation gives you the right to access details that we hold about you. A small fee may be payable in respect of any access request.

All information transmitted, printed or otherwise submitted to us shall be deemed to be the property of us and we shall be free to use such information for any lawful purpose as detailed below.

Collected Information

You may provide information to us by phone, by email, by written correspondence or otherwise. It includes information you may provide when you make an enquiry or request an estimate, instruct us to provide services, or information provided throughout the course of a transaction.

We do not currently collect any information automatically when you visit our website.

Use of Data Collected

We will collect, use and hold your personal data when:

- We have your consent for specified or legitimate purposes – your consent will be provided by a hard copy form or by a telephone conversation.
- It is necessary for our legitimate interests in connection with a transaction or our business, including carrying out marketing activities, providing services to you and providing technical support to you.

We will use the information you give to us in relation to any services provided to you to carry out our obligations relating to that service, respond to your queries and provide you with the information you require from us. We may also use the information you provide to us where we may have legal grounds for collection and use of your personal data.

We may use your information to provide you with information about other services that we offer that are similar to those that you have already purchased, enquired about or been involved in. This may be by post, telephone or email. You are entitled to opt-out of marketing communications at any time by emailing info@brockingtoncarroll.com.

How long do we store personal information for?

We store your personal information for as long as required for the purpose for which it was collected and whilst we have a lawful basis for holding the information. All information provided to us is either held on our secure server or securely in the offices.

The transmission of data via the internet is not always secure. Although we do our best to protect your personal data we cannot guarantee the security of your data transmitted by email.

Once we have received your information we use strict procedures to prevent unauthorised access.

Non Disclosure of Data to Third Parties

Your privacy is of the highest importance to us and we promise never to release your personal details to any outside company for their mailing or marketing purposes without your consent.

Your Opt-Out Rights

If you choose not to provide personal information requested by us we may not be able to provide you with the information or services you requested. In the event that you do choose to opt-in to giving us consent to obtain and hold this data, you may choose at a later date to opt-out of future communications from us by contacting us by email or phone.

Our Right to Contact You

We reserve the right to contact you regarding changes to our privacy policy, or any other policies or agreements relevant to you.

Our Right to Change

We reserve the right to change this privacy policy at any time and any changes we make will be posted on this page. Please check back regularly to see any updates or changes to this policy.

Our Contact Information

Our website contains links to other sites and we are not responsible for the privacy practices or the content of such sites.

If you have any questions or concerns about our retention or use of your personal data, please contact Liz Carroll either by telephone 01252 703770 or email liz@brockingtoncarroll.com