

# Data Protection Policy

## General Data Protection Regulations 2018

### Company Statement

At Voyce Pullin, we are committed to data privacy and protection of personal data. GDPR compliance for us has required the development of our current information security management, improving and maintaining key data protection and privacy controls, and auditing the information that we hold. In order to ensure our continued and improved compliance with GDPR we will follow these principles:

- To process personal data fairly and lawfully;
- To process personal data only for a specified purpose;
- Personal data processed is adequate, relevant and not excessive;
- Personal data processed is accurate and kept up to date;
- Personal data is not kept longer than is necessary;
- Personal data is processed in accordance with an individual's rights and consents;
- To store personal data securely;
- To ensure that personal data is not transferred outside of the European Economic Area (EEA) without adequate protection.

### What does this mean for our Clients and Customers?

As a client or customer of Voyce Pullin, we will only process your personal data if it complies with the principles set out above. If at any point, you feel that the personal data we hold for you is inaccurate or needs to be updated, please inform us as soon as possible, and we will arrange for this to be amended.

GDPR also gives individuals the right to be forgotten. If you would like to exercise your right to be forgotten, please contact either [jon@voycepullin.co.uk](mailto:jon@voycepullin.co.uk) or [chris@voycepullin.co.uk](mailto:chris@voycepullin.co.uk) to outline what data you would like us to remove and your reasons. There may be circumstances where we will be unable to process your request, however, we will assess each request on an individual basis.

### Privacy Statement

What information do we collect about you? We collect information about you when you contact us to instruct us to act on your behalf or when register with us to use our services. This will include your name, address, email address, and/or telephone numbers. If you use our services as a buyer, we will collect financial information from you. To comply with our obligations under the Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017, we will hold your date of birth and proof of identification. We also collect information when you voluntarily join our social media platforms. Website usage information is collected using cookies.

#### **Cookies**

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. If you would like more information about this, you can visit [www.aboutcookies.org](http://www.aboutcookies.org). You can set your browser not to accept cookies and the aforementioned website will tell you how to remove cookies from your browser. Collecting and using your personal information. Your personal data is collected from information entered on our website, by direct contact with you via email, post, phone, through social media channels, via events, or from third parties. We collect information about you to manage your use of our services and if you agree, to contact you about other services that we think might be of interest to you. We use your information collected from the website to personalise your repeat visits to our website. Voyce Pullin will not share your information for marketing purposes with outside companies without your explicit consent. Where we have a lawful basis for doing so, we may share your information with credit reference agencies and other companies for use in credit decisions, for fraud prevention and to pursue debtors.

For further information on how your information is used, how we maintain the security of your personal data and your rights to access information we hold on you, please contact either [jon@voycepullin.co.uk](mailto:jon@voycepullin.co.uk) or [chris@voycepullin.co.uk](mailto:chris@voycepullin.co.uk). How long we will keep your information for? In the absence of any legal requirements, your personal data will be only be retained for as long as necessary for the purpose of processing it. Your data will then be securely deleted.