

## **At ClaimExperts.co.uk we are committed to respecting and protecting your privacy.**

This Privacy Policy explains when and why we collect personal information about our website visitors, customers and people who contact or interact with us, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

If you do not want us to process your personal information as described in this Privacy Policy, please do not provide information to ClaimExperts.co.uk or use our website <https://www.ClaimExperts.co.uk>

### **About ClaimExperts.co.uk**

ClaimExperts.co.uk is a trading style of Fairweather Claims Ltd, with registered number 12783771 and registered address Floor, 2, 9 Portland Street, Manchester, England, M1 3BE.

Fairweather Claims Ltd is a Claims Management Company authorised and regulated by the Financial Conduct Authority, Firm Reference Number 935899. We are authorised to assist clients in making claims in a number of different legal claims, including but not limited to:

- Housing Disrepair Claims
- Mis-sold Solar Panel Claims
- Mis-Sold Pension/SIPP Claims
- Tenancy Deposit Protection Claims
- Actions Against The Police
- Business Energy Claims
- Diesel Emission Claims
- Mis-sold Car Finance Claims
- Care Home Negligence Claims
- Personal Injury Claims
- Plevin PPI Claims

Our Privacy Policy tells you what will happen to any personal data that you provide to us as a result of using this website. The information is written for the benefit of general visitors to the website – if you are a client of ours (or become one) we process a wider range of personal data and deal with a broader range of privacy-related issues. Clients are provided detailed information about this during the engagement process.

## **Personal Data You Provide**

Your privacy is important to us. By providing personal information such as your name and e-mail address via the forms on this website, you agree to us contacting you with regard to the information provided.

Some forms on our website also include a check box asking you for permission to add you to our mailing list. This is an opt-in mailing list and your personal information will be used solely by us (and all such emails include a link for opt-out).

## **Our “Lawful Reasons” For Processing Your Personal Data**

The “General Data Protection Regulation” (GDPR) is the primary piece of legislation defining your rights over our processing of your personal information. The GDPR requires us to declare which of six “lawful reasons” we are relying on when we are processing your personal data: we operate on the basis of “consent” when sending newsletters (you won’t get sent a newsletter unless you have explicitly opted in to receive one)... and we operate on the basis of “legitimate interest” when communicating with you in other ways (e.g. when responding to your enquiry).

## **How do we collect personal information about you?**

We obtain personal information about you that you provide to us through our website, emails, phone conversations, meetings, and documents.

We also obtain personal information relating to you using automated technical means when you visit our website.

## **Securing Your Personal Data**

Where ClaimExperts.co.uk acts as the controller of personal data, it will ensure that necessary and adequate safeguards (e.g. encryption) are in place to prevent unauthorised access, loss, misuse or alteration of your personal data.

Where data is stored electronically we store all personal information on secure servers with relevant access and firewall controls.

Where data is stored on paper or forms all personal data is locked away when not in use, and disposed of securely after use either using document shredders or third-party disposal organisations who have been contracted to dispose of documents appropriately.

Any personal data sent to us, either in writing or email, may be insecure in transit and we cannot guarantee its delivery. Visitors to our websites.

When someone visits ClaimExperts.co.uk we use third party online marketing. 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. If we do want to collect personally identifiable information through our website, we will be upfront about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

This website is built on a content management system called Umbraco.

### **What type of personal information is collected?**

The information we collect from you might include (but is not limited to) your name, address, company name, email address, phone number and any other information you choose to provide to us.

The information we collect through our website using automated technical means includes: the Internet protocol (IP) address used to connect your computer to the Internet, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform, identification number, online identifier and location data. We also collect information about your website visit including which website pages are accessed, page response times and length of visits to pages.

### **How long do we retain your personal information?**

We review our retention periods for personal data on a regular basis. We are legally required to hold some types of information for certain prescribed periods to fulfil our statutory obligations. Outside of specific statutory obligations, we will hold your personal data on our systems for as long as is necessary for the relevant purposes for which we use it, or in accordance with any retention periods set out in any relevant contract, you hold with us.

## **How do we use your personal information?**

We may use the information that you directly provide to us in the following ways: We may use your name, email address and postal address to provide you with information, you have requested from us, respond to inquiries or requests from you and communicate with you in relation to those inquiries or requests. Our legal basis for this use is our legitimate interests, namely carrying out activities in the course of ClaimExperts.co.uk business in response to customer inquiries or requests.

We may use your name, email address and postal address to provide you with information regarding similar goods and services to those you have already enquired about or purchased. Our legal basis for this use is our legitimate interests, namely the ongoing marketing of our goods and services to individuals with whom we have an existing relationship in connection with our goods and services and/or who have expressed an interest in those goods and services.

Where you have entered into a contract with us or we have provided you with services, we may use your name, email address, postal address or phone number to ask for your feedback about the services we have provided to you. Our legal basis for this use is our legitimate interests, namely evaluating and where necessary improving the quality of our service provision with a view to promoting the success of our business and positive customer relationships.

We may use your name, email address and postal address to send you marketing communications if you have chosen to receive these. These may include information about new properties, industry news, promotions or offers. Our legal basis for this use is our legitimate interests, namely carrying out activities in the course of ClaimExperts.co.uk business in response to customer inquiries or requests.

We may use the information that we automatically collect using technical means through our website to: Administer our site and for troubleshooting, testing, research and statistical purposes. We use Google Analytics, a third party website monitoring tool. For more information, see our Cookie Policy. Our legal basis for this is our legitimate interests, namely monitoring the use of our software and IT systems, improving our website.

Measure or understand the effectiveness of our own advertising activity. Our legal basis for this use is our legitimate interests, namely improving the relevancy of our advertising;

## **Measure or understand the effectiveness of our marketing emails.**

We use marketing software (Clickfunnels, Google Analytics, SugarCRM, Databowl, Copious Portal, Facebook, ManyChat etc) to track when individuals open emails or marketing campaigns and click on email links and to analyse subsequent behaviour on our website. Our legal basis for this use is consent. This automated collection of information may involve the use of cookies. Please see our Cookie Policy for further detail about these. We may analyse the personal information we collect directly from you and obtain using automated technical means to create a profile of your interests and preferences so that we can contact you with information relevant to you (if you have chosen to receive marketing communications from us).

## **Who has access to information?**

We will not sell or rent your information to third parties. We may pass your information to third party service providers, including but not limited to: Legal panel members, suppliers and sub-contractors working on our behalf for the purposes of completing tasks and providing services to you.

In respect to this particular Plevin PPI Claim, we use a number of panel members in order to further your claim. In order to process the claim, your data will be shared with:

- The Claims Protection Agency
- Global Audit Platform
- SSB Law
- Fuse Legal
- Royal Mail
- Mini Shred

The marketing third-party apps include:

- Google Analytics
- Google AdWords
- SugarCRM
- Copious Portal
- Facebook

See our Cookies Policy for more information. When we use third party service providers, we disclose only the personal information that is necessary to

deliver the service and we have a contract in place that requires them to keep your information secure and otherwise use your information in accordance with applicable data protection law.

## **Your rights**

In this section we have summarised the rights that you have under data protection law. Some of the rights are complex, applying only in certain circumstances and subject to certain exceptions, and in the interests of keeping this policy concise, not all of the details have been included in our summaries. Accordingly, you should read the relevant laws and guidance from the regulatory authorities for a full explanation of these rights.

### **You have the right:**

1. To object to us processing your personal information for marketing purposes. If you object, we will stop processing your personal information for this purpose. When we collect your data, you can choose whether or not you wish to receive marketing communications from us. If you wish to stop receiving marketing communications, you can opt out at any time by clicking an 'unsubscribe' link at the bottom of one of our emails.
2. To access the information we hold about you and certain information about our processing of it and your rights in relation to it.
3. In certain circumstances, to obtain erasure of the personal information we hold about you, subject to certain exceptions.
4. To rectification of the information we hold about you.

In certain circumstances, to restrict our processing of your personal information or object to us processing it. If you object, we will stop processing your personal information unless certain exceptions apply.

Where our legal basis for processing your personal information is your consent or the performance of a contract and we process it by automated means, to be provided with the personal information we hold about you in structured, commonly used and machine readable format and to transmit the information to another controller.

To not be subject to a decision based solely on automated processing, including profiling, that produces legal effects concerning you or similarly affecting you, subject to certain exceptions.

Where our processing of your personal information is based on your consent, to withdraw that consent at any time. If you withdraw your consent, we will stop the relevant processing, but it will not affect the lawfulness of our processing before the withdrawal.

To exercise any of these rights, email us at [info@featherweatherclaims.co.uk](mailto:info@featherweatherclaims.co.uk) or write to us at ClaimExperts.co.uk, Floor 2, 9 Portland Street, Manchester, England, M1 3BE.

In addition, you can exercise your right to object to direct marketing at any time by clicking on 'unsubscribe' link at the bottom of one of our emails.

If you consider that our processing of your personal information infringes data protection laws, you have the right to lodge a complaint to a supervisory authority responsible for data protection. You may do this in the EU member state of your habitual residence, your place of work or the place of the alleged infringement. More information about lodging a complaint with the Information Commissioner's Office (the relevant UK supervisory authority) can be found at <https://ico.org.uk/concerns/>.

## **Security precautions in place to protect your information**

We take appropriate technical and organisational precautions to secure your personal information and prevent its loss, misuse or alteration. All information you provide to us is stored on our secure servers.

The transmission of unencrypted (or inadequately encrypted) data over the internet is inherently insecure, and for this reason, we cannot guarantee the security of data sent between us over the internet.

## **Use of Cookies**

Like many other websites, our website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns.

Cookies allow us to provide important site functionality so you don't have to re-enter lots of information. They also allow us to remember what links and pages you have been or viewed during a session. This helps us deliver a better, more personalised service to you. It is possible to switch off cookies by

setting your browser preferences. For more information on the Cookies we use, visit our Cookies Policy.

### **Links to other websites**

Our website may contain links to other websites run by other organisations. We are not responsible for the privacy practices of those organisations or the content of their websites.

You should read the privacy policies of these organisations before providing them with any personal information.

### **Questions or Complaints**

In the first instance we hope you will contact us directly with any questions or complaints (contact details are displayed prominently on this website). However, legal rights regarding privacy are the remit of the Information Commissioners Office (ICO) and you will find more information about how to complain here: <https://ico.org.uk/concerns/>

### **Review of this Policy**

We keep this Policy under regular review. This Policy was last updated on 31<sup>st</sup> March 2022.

If we change our Privacy Policy we will post the changes on this page and may place notices on other sections of the website and/or notify you by email.

Further information You can obtain further information about data protection laws by visiting the Information Commissioner's Office website at [www.ico.org.uk](http://www.ico.org.uk).