



Registered office:  
Teddington Hands,  
Tewkesbury,  
Gloucestershire,  
GL20 8NE

## **Introduction**

We are committed to safeguarding your privacy. The information that you provide about yourself to us will only be used in accordance with this Privacy Policy. This Privacy Policy is intended to help you understand what information may be gathered from you and how we will use it.

## **Making an enquiry**

If you make an enquiry with us, we will store your name, geographical address including postcode, email address and phone number(s) with which we can communicate with you.

## **Requesting a call-back from us**

If you request contact from us, we will store your name, geographical address including postcode, email address and phone number(s) with which we can communicate with you.

## **Requesting a Quotation**

If you request a quotation, we will store your name, geographical address including postcode, email address and phone number(s) with which we can communicate with you. We will also store information about your requirements and preferences regarding the services for which you are requesting a quotation.

## **Ordering Services**

If you order from us, we will store your name, geographical address including postcode, delivery address including postcode, email address and phone number(s) to contact you, if necessary, about your order, to deliver services that you have purchased and to inform you by email of the progress of your order.

## **Job Applicants**

If you submit your job application to us, we or the member of William Gilder Group that would be the employer will store all of the details on that CV or application including personal details of your referees. By giving us their data you are representing to us that you have consent for us to hold their names and contact information. Your job application data will only be held to process your application and subsequent employment. Should you not be offered employment your job application data will be held for no more than six months and then destroyed unless you give us express consent to hold it.

Where your job application contains sensitive personal data such as your racial or ethnic origin or religious beliefs by sending it to us you are giving us and the member of the William Gilder Group that would be the employer, your explicit consent to collect and process this sensitive personal data. We and that William Gilder Group member will only use such data during the course of your employment to monitor company equality and diversity issues. All other data on you held by the William Gilder

Group will be used only for matters relating to your status as an employee of the company. We and the member of the William Gilder Group that would be the employer will only disclose information to a third party where required by law to do so.

### **Data Protection**

We will comply with the requirements of all relevant data protection legislation in force from time to time. In particular you may request a copy of any personal data held by us about you upon written application. Please note we reserve the right to charge the current maximum statutory fee for providing such information. If you believe that any personal information we hold about you is incorrect or incomplete please contact us immediately. Any information found to be incorrect will be corrected promptly.

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes.

We intend to manage any information learned about you in an ethical manner. It will only be used for the internal purposes of the William Gilder Group.

We may use your personal data to:

- provide you with information, products or services that you request from us;
- notify you about changes to our service; and/or

### **How is your personal information used?**

The personal information that you provide to us will be used:

- to answer your enquiry;
- to fulfil any contract between us;
- to contact you, if necessary, about your order;
- to contact you, if necessary, about your account;
- to contact you, if necessary, about your job application;
- to pass on to a successor in title to our business or to anyone to whom we assign our contract with you.

If you wish any or all of your personal information submitted to be removed from our database at any time, or if you wish to update or correct any inaccuracies in the personal information we hold about you or, if you have any other comments e-mail us at [it@wgilder.co.uk](mailto:it@wgilder.co.uk)

### **Passing of Information to Third Parties**

Your information will be passed to third parties, including other companies in the William Gilder Group:

- If it is necessary for the performance of the services you have requested; or
- If such third parties are the police or any other regulatory or government authority where we have been requested to do so; or
- If such disclosure is to anyone to whom we transfer or may transfer our business and/or our rights and duties under our contract with you.

### **Call Monitoring and Recording**

We may monitor and/or record telephone calls in order to improve our services.