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Last date reviewed	14/12/2023
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# PRIVACY POLICY

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**We collect limited personal information that is necessary to provide our services.**

**This may include:**

- Contact details like your name, email address, and phone number if you choose to provide them to communicate with us.
- Feedback and preferences if you opt to share with us.
- Information related to orders and deliveries if you request our products or services.
- We also automatically collect some technical information through cookies and similar technologies to improve our website experience. You can control cookies through your browser settings.
- We do not collect sensitive information without your explicit consent.
- Your home address, if required to deliver physical goods to that location

## **How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you or your employer for the following reason:

- The information that we collect and store relating to you is primarily used to enable us to provide our Services to you.

We collect and use your personal information in a limited manner, only to:

- Provide the services, products or information you, or your employer, specifically request from us.
- Respond to your inquiries and meet your customer service needs.
- Send important notices regarding purchases, account, subscriptions or other ongoing services.
- Comply with legal obligations for record keeping, accounting, and taxation purposes.
- Notify you of changes to our services or policies that may be relevant to you.
- With your consent, occasionally inform you about new services or products that are directly related to your previous purchases or interests. You can opt out of these notifications easily at any time.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- a) Your consent. You are able to remove your consent at any time. You can do this by contacting [privacy@bridgepartners.co.uk](mailto:privacy@bridgepartners.co.uk)
- b) We have a contractual obligation.
- c) We have a legal obligation.
- d) We have a vital interest.
- e) We have a legitimate interest.

## **How we store your personal information**

The personal information that we collect is stored centrally on secure servers within the EU.

The Company has a data retention policy, where it has a justifiable business or legitimate legal reason to store data.

Please note that the transmission of information via the internet (including email) is not completely secure and therefore, although we endeavour to protect the personal information you provide to us, we cannot guarantee the security of data sent to us electronically and the transmission of such data is therefore entirely at your own risk.

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## Your data protection rights:

Under data protection law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- **Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.
- You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at:

Bridge Partners  
168 Cowley Road  
Cambridge  
CB4 0DL

01223 750150  
[privacy@bridgepartners.co.uk](mailto:privacy@bridgepartners.co.uk)

## How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at;

Bridge Partners  
168 Cowley Road  
Cambridge  
CB4 0DL

01223 750150  
[privacy@bridgepartners.co.uk](mailto:privacy@bridgepartners.co.uk)

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>