

## Privacy Policy – Palmstone Solutions Ltd

[www.palmstonesolutions.co.uk](http://www.palmstonesolutions.co.uk)



Palmstone Solutions Ltd is committed to protecting your privacy. This statement describes how Palmstone Solutions Ltd collects and uses personal information about people who visit our website. The terms of this statement may change, so please check it from time to time. If you have any queries with regard to this privacy statement, please contact

### **Palmstone Solutions Ltd**

**6 Livingstone Road,**

**Thornton Heath,**

**Surrey, CR7 8JT**

**Email:** [info@palmstonesolutions.co.uk](mailto:info@palmstonesolutions.co.uk)

### **HOW WE COLLECT INFORMATION**

We obtain personal information from you when you enquire about our products and services, request a quote from us, ask a question or otherwise provide us with personal information. We may also receive information about you from third parties, for example from our service providers or from legitimate referrals.

### **THE INFORMATION WE COLLECT**

The personal information we collect may include name, date of birth, email address, postal address, telephone number and credit/debit card details. We may also gather general information about the use of our websites, such as pages users visit most often and which services, events or facilities are of greater interest. We may also track which pages users visit when they click on links to Palmstone Solutions Ltd emails. We may use this information to personalise the way our websites are presented when users visit them, as well as make improvements to our websites in order to provide the best services to users. Wherever possible we use aggregated or anonymous information which does not identify individual visitors to our websites.

## **HOW WE USE INFORMATION**

We will use your personal information to provide you with the services, products or information you have requested. As part of this, we may analyse the personal information we collect to create a profile of your interests and preferences so that we can contact you with the relevant information. Where relevant, we may also assess your personal information for the purposes of fraud and credit risk reduction. If you enter your contact details in one of our online forms, we may use this information to contact you even if you do not "send" or "submit" the form. We will only do this to see if we can help with any problems you might be experiencing with the form or with our websites. We may need to share your information with our service providers, associated organisations and agents for the purposes described above.

## **RECEIVING INFORMATION FROM US**

You have the choice on whether you wish to receive information (including newsletters) about our products and services at the Palmstone Solutions Ltd.

## **HOW WE PROTECT PERSONAL INFORMATION**

All of our online forms are protected by encryption. We also use a secure server when you make a payment via our websites. We take appropriate measures to ensure that the personal information disclosed to us is kept secure, accurate and up to date and kept only for the purposes for which it is intended.

## **DISCLOSURE INFORMATION WE COLLECT TO THIRD PARTIES**

We may pass your information to our service providers, agents and associated organisations for the purpose of improving our services to you. Where we use service providers we will make sure there are appropriate controls in place.

We may also need to disclose your information if required by law (for example to government bodies and law enforcement agencies) or if we have your permission to do so. We will not sell any information about your web browsing activity.

## **YOUR CONSENT**

By providing us with your personal data, including sensitive personal data such as on your child's or children's health, you consent to the collection and use of this information in accordance with the purposes described above and here-in. You also consent to our transferring your information to countries or jurisdictions outside the UK if necessary for the above purposes. These countries may not provide the same level of data protection as the UK. If we do make such transfers, appropriate measures shall be in place to ensure your information is protected.

## **RIGHT OF ACCESS**

If you have created an account with us, you can sign into your account to access and update your information.

## **LINKS**

Our websites may include links to websites run by other organisations. Palmstone Solutions Ltd is not responsible for the privacy practices of other websites so you should read their privacy policies carefully.

## **CHANGES**

If your personal details change, please help us to keep your information up to date by notifying us at the above address