

## Privacy Policy

1. This privacy policy applies to Phillip & Find Ltd.'s collection and processing of your personal data both on and offline.
2. Phillip & Find Ltd take you privacy seriously. This policy covers the collection, processing and other use of personal data under the Data Protection Act 1998 (DPA) and the General Data Protection Regulations (GDPR)
3. For the purpose of the DPA and GDPR, Phillip & Find are the data controller and any enquiry regarding the collection or processing of your data should be addressed to Caroline Langdell, Director, at [caroline@fillipandfind.co.uk](mailto:caroline@fillipandfind.co.uk)

## The sort of Information we collect:

4. The personal data we collect about people includes name and contact details (postal address, email address, telephone numbers, social media handles).
5. If we've quoted for projects with you, worked with you or discussed collaboration opportunities we may also hold information you've shared with us relating to that (including but not limited to background information, details of payments, and feedback).
6. Our website collects some technical and usage data (e.g. IP address, language and time zone settings, information about how long you spend on each page and how you navigate the site). This data does not identify you personally.

## How we collect your Information:

7. The main way we collect data is when you provide it e.g. by email, file share, in person or on social media.
8. We will collect personal data on the Website only if it is directly provided to us by you the user e.g. your name, email address, phone number, home or work address, and therefore has been provided by you with your consent. Normally you would only provide these details if you are sending an enquiry through the website, signing up to a newsletter or other resources.
9. We use analytical and statistical tools such as Google Analytics and the website uses cookies to monitor visits to our website.

## Cookies:

10. Cookies are small files of information which are stored on your computer's hard drive by websites you visit. They record how you navigate around a website so that, when you visit again, it can show you options based your last visit. They can also be used to analyse website traffic and for advertising and marketing purposes.
11. Cookies can be "persistent" cookies or "session" cookies. Persistent cookies are stored as a file on your computer and remain there when you close the browser. When you visit the

same website again, the cookie can be read by that site (the one that created it). Session cookies are **only** stored on your computer until you close the browser.

12. Most websites use cookies and they don't harm your system.
13. You can usually check or change what kinds of cookies you accept in your browser settings. You can also block cookies using the setting on your browser that allows you to refuse all or some cookies. If you use set your browser to block all cookies (including essential cookies) you may not be able to use all or parts of our site.

**How we use the Information:**

14. We will hold and process personal data that you provide to us in accordance with the DPA and GDPR.
15. The information we collect and store relating to you is primarily used to enable us to provide our services to you, and to meet our contractual commitments to you. In addition, we may use the information for the following purposes:
  - a. To notify you about any changes to our website, or services such as improvements, additions or anything else that may affect the service we offer to you.
  - b. If you are an existing customer, we may contact you with information about goods or services similar to those that were the subject of a previous sale to you.
  - c. Where you have consented to receive it, we may also provide information on other parties' products or services that we feel may be of interest to you.
  - d. Where you have consented to receive e-newsletters or other mailouts, we will send you these from time to time.

**Disclosure of your information:**

16. We will never sell your data to third parties but on occasion we may have to disclose your information to:
  - a. Regulatory bodies to enable us to comply with the law and to assist fraud protection and minimise credit risk.
  - b. Professional advisors like lawyers, accountants, and insurers who provide services to the business.
  - c. HM Revenue & Customs, regulators and other authorities which are based in the United Kingdom and other relevant jurisdictions who require reporting of processing activities in certain circumstances.
  - d. Applications and tools that we use to run the business: We've listed the main ones above, but these may change so please email me at [caroline@fillipandfind.co.uk](mailto:caroline@fillipandfind.co.uk) if you would like full details.
17. With your permission. we may share your data with outsourced team members, including other consultants or freelancers in order to fulfil our contractual obligations and provide our services.
18. If you do not want us to use your data for our or third parties' use, you will have the opportunity to withhold/withdraw your consent to this either when on the form on which we collect your data, or you can do so by sending an email to [caroline@fillipandfind.co.uk](mailto:caroline@fillipandfind.co.uk) at any time.

**Controlling the use of your data:**

19. If you have given us consent to use your data for a particular purpose you can revoke or vary that consent at any time. If you do not want us to use your data or want to vary the consent that you have provided you can email us at [caroline@fillipandfind.co.uk](mailto:caroline@fillipandfind.co.uk) at any time.

**How and where we store your data:**

20. We store data:
  - a. On a computer (e.g. in Word and Excel documents)
  - b. Backed up to an external storage device
  - c. On our email servers (1and1 webmail and Outlook) and social media accounts
  - d. Occasionally on Dropbox, Basecamp or GoogleDocs
  - e. Our website uses cookies to collect technical data about your equipment, browsing behaviour and usage patterns. It is built through Wix.com (see their Privacy Policy [here](#)) and hosted by 1and1 (see their Privacy Policy [here](#))

**Security:**

21. The transmission of information via the Internet or email is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of data while you are transmitting it to our site; any such transmission is at your own risk. Once we have received your personal data, we will use strict procedures and security features to try to prevent unauthorised access including:
  - a. Our website uses HTTPS/SSL security, my computer is protected by security software (MacAfee) and I back up my data regularly to external storage.
  - b. Our computers and the documents specifically containing personal information (e.g. contact lists) are password protected.
  - c. To the best of my knowledge the following providers, who I currently use to gather, store or process data, are compliant with GDPR (either being based in the EU, or through the EU-US Privacy Shield):
22. Wix.com, 1and1.co.uk, Google (GoogleDocs), DropBox, Basecamp, Twitter, Facebook (including Instagram) and LinkedIn
23. Our website and social media accounts may include links to third-party websites. We don't control these, are not responsible for their privacy statements, and encourage you to read the privacy notice of any website you visit to understand how they may collect and use your data. We do not accept any responsibility or liability for their policies whatsoever as we have no control over them.

**Your rights:**

24. The DPA and GDPR give you the right to access information held about you by us. Please write to us or contact us by email if you wish to request confirmation of what personal information we hold relating to you. You can email to [caroline@fillipandfind.co.uk](mailto:caroline@fillipandfind.co.uk). There is no charge for requesting that we provide you with details of the personal data that we hold. We will do our best to provide this information within one month of your requesting the data.

25. You have the right to change the permissions that you have given us in relation to how we may use your data. You also have the right to request that we cease using your data or that we delete all personal data records that we hold relating to you. You can exercise these rights at any time by emailing [caroline@fillipandfind.co.uk](mailto:caroline@fillipandfind.co.uk)

**Changes to this policy:**

26. We will review this policy on an annual basis and may update it to reflect any changes in service, procedure or to comply with legal requirements. Please regularly review these policies to be informed of how we are protecting your personal data.

We welcome any queries, comments or requests you may have regarding this Privacy Policy. Please do not hesitate to contact us at [caroline@fillipandfind.co.uk](mailto:caroline@fillipandfind.co.uk)