



PRIVACY POLICY

At Dovetail Group (uk) we are committed to maintaining the trust and confidence we have built over the years with our customers both old and new. Please rest assured that we will never sell, rent or trade email lists and/or your personal data with any other company for any reason. This privacy notice is to let you know how we promise to look after your personal data. This notice explains how we do this and tells you about your privacy rights and how the law protects you.

For the purposes of data protection laws, we are the “**data controller**” of all personal information that we collect, use and/or otherwise process about you under this Privacy Policy.

What data do we collect?

Dovetail Group (uk) collects the following data:

- (Website) Personal identification information (Name, email address, phone number, etc.)
- (Clients) Name, site address, contact number(s), email address and payment details.

How do we collect your data? (Website)

You directly provide Dovetail Group (uk) with most of the data we collect. We collect data and process data when you:

- Subscribe to our newsletter
- Voluntarily enter your details through the contact section of our website

How will we use your data?

Dovetail Group (uk) collects your data so that we can:

- Respond to your query as quickly and as effectively as possible
- Process your order and manage your account.
- For contracting and delivery of service
- Email you with special offers on other products and services we think you might like.

How do we store your data?

Dovetail Group (uk) securely stores your data at 1-2 Hampton Hill Farm, Diddington Lane, Solihull, Birmingham.

How secure is your data?

We have put steps in place to prevent your personal information being accidentally lost, used, gained, altered or shared in an unauthorised way. We limit access to your personal information to employees or contractors and other third parties who have a business need to know. They will only process your personal information on our instruction, and they are under a duty of confidentiality

All Clients

We will use the personal information that you give us to provide a quotation, process your order or provide the services that we have agreed to provide in a contract between you and us. In carrying out the services we have agreed to provide we will not share your personal information unless: –

- We are under a legal obligation to do so
- Our contract with you requires a third party to carry out activities on our behalf and they need your personal information to do that.

Marketing

Dovetail Group (uk) would like to send you information about products and services of ours that we think you might like.

Through our website, you have the chance to subscribe to our mailing lists. Our newsletter is delivered via a third-party provider, MailChimp. The information we collect is your email address, name and contact telephone number. We use that information for a couple of reasons: to keep you informed with details on offers and services we provide via a newsletter and then to check every now and then that you're happy and satisfied with us holding and using your data.

We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. For more information, please see MailChimp's privacy notice. You can unsubscribe to general mailings at any time of the day or night by clicking the unsubscribe link at the bottom of any of our emails or by emailing dataprotection@dovetailgroupuk.co.uk.

How long do we keep your personal information for?

We will keep your personal information for as long as we need it to provide the services that we have collected it for. This includes keeping it so that we can meet legal, accounting or regulatory requirements.

- **Retention in case of queries.** We'll retain your personal data as long as necessary to deal with your queries or for a sensible period in order for us to reply to your online query and then deal with queries you raise upon receipt);
- **Retention in case of claims.** We'll retain your personal data for as long as you might legally bring claims against us; and
- **Retention in accordance with legal and regulatory requirements.** We'll retain your personal data after your account or service has been closed or has otherwise come to an end based on our legal and regulatory requirements.

What are your data protection rights?

Dovetail Group (uk) would like to make sure you are fully aware of all your data protection rights. Every user is entitled to the following:

The right to access - You have the right to request Dovetail Group (uk) for copies of your personal data. We may charge you a small fee for this service.

The right to rectification - You have the right to request that Dovetail Group (uk) correct any information you believe is inaccurate. You also have the right to request Dovetail Group (uk) to complete information you believe is incomplete.

The right to erasure - You have the right to request that Dovetail Group (uk) erase your personal data, under certain conditions.

The right to restrict processing - You have the right to request that Dovetail Group (uk) restrict the processing of your personal data, under certain conditions.

The right to object to processing - You have the right to object to Dovetail Group (uk)'s processing of your personal data, under certain conditions.

The right to data portability - You have the right to request that Dovetail Group (uk) transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email: dataprotection@dovetailgroupuk.co.uk

Call us at: 0800 024 8812

Or write to us: 1-2 Hampton Hill Farm, Diddington Lane, Solihull, Birmingham.

What are cookies?

Cookies are text files placed on your computer to collect standard Internet log information and

visitor behavior information.

For further information, visit allaboutcookies.org.

How do we use cookies?

Our website uses cookies to improve our knowledge of the use of our site and give us insight into how it is used. The type of information that we compile using cookies relates only to your PC and does not contain personal details. We collect information such as the IP address, date and time of your visit to our website, which pages you visited and whether those pages were available to you quickly and successfully. We use this information to improve our website and provide you a better online experience.

How to manage cookies

You are able to remove or block our cookies by changing the preferences on your computer (please consult your browser's help or instructions menu). You can set your browser not to accept cookies, however in a few cases, some of our website features may not function as a result.

Changes to our privacy policy

Dovetail Group (uk) keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 13th November 2019.

How to contact us

If you have any questions about Dovetail Group (uk)'s privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: dataprotection@dovetailgroupuk.co.uk

Call us: 0800 024 8812

Or write to us at:

Dovetail Group (uk)
1-2 Hampton Hill Farm
Diddington Lane
Bickenhill
Solihull
B92 0HH

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Dovetail Group (uk) has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.

Call: 0303 123 1113

Address:

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

Signed:



Position:

Director

Date:

December 2019