

Privacy Policy

Quick & Clarke is committed to protecting and respecting your privacy.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

For the purpose of UK data protection law, the data controller is Quick & Clarke.

Information We Collect From You

We will collect and process the following data about you:

- **Information you give us.** This is information about you that you give us by filling in forms on our website (our site), or by corresponding with us by phone, email or otherwise.
 - **Information we collect about you.** With regard to each of your visits to our site, we may automatically collect the following information:
 - technical information, including the Internet protocol (IP) address used to connect your computer to the Internet; and
 - information about your visit.
 - **Information we receive from other sources.** We may receive information about you from third parties (such as business partners or analytics providers) and combine it with information you provide to us and that we collect about you.
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Lawful Basis for Processing

We process your personal data only where we have a lawful basis to do so, including:

- To perform a contract with you.
 - To comply with legal obligations.
 - Based on your consent (for example, for marketing communications).
 - For our legitimate interests (such as improving our services), provided those interests do not override your rights.
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Cookies

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to

improve our site. For detailed information on the cookies we use and the purposes for which we use them, see our Cookie Policy.

Uses Made of the Information

We use information held about you in the following ways:

- **Information you give to us.** We use this information:
 - to carry out our obligations arising from any contracts entered into between you and us;
 - to provide you with the information, products and services that you request from us;
 - to provide you with information about similar goods and services;
 - with your consent, to provide you or permit selected third parties to provide you with marketing information about other goods or services we feel may interest you;
 - to notify you about changes to our service;
 - to ensure content from our site is presented effectively.
 - **Information we collect about you.** We use this information:
 - to administer our site and for internal operations including troubleshooting, data analysis, testing, research, statistical and survey purposes;
 - to improve our site and ensure content is effective for users;
 - to allow you to participate in interactive features;
 - to help keep our site safe and secure;
 - to measure or understand the effectiveness of our advertising;
 - to make suggestions and recommendations about goods or services that may interest you.
 - **Information we receive from other sources.** We combine this information with other data we hold and use it for the purposes above.
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Marketing Communications and Consent

We will only send you marketing communications where we are permitted to do so under the law. If you are a new customer, we will only send you marketing emails or texts if you have actively opted in. You can withdraw your consent at any time by clicking the unsubscribe link in our communications or by contacting us.

Disclosure of Your Information

You agree that we have the right to share your personal information with:

- Any branch of Quick and Clarke and Quick and Clarke Hornsea Ltd.

We may also disclose your personal information to third parties:

- In the event we sell or buy any business or assets;
 - If Quick & Clarke or substantially all of its assets are acquired by a third party;
 - If required to comply with a legal obligation or to enforce our terms of use;
 - To protect the rights, property, or safety of Quick & Clarke, our customers, or others. This includes exchanging information with fraud protection and credit risk organisations.
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Where We Store Your Personal Data

The data we collect may be transferred to and stored in locations outside the UK and the European Economic Area ("EEA"). It may also be processed by staff operating outside the UK/EEA who work for us or our suppliers. When we transfer your data internationally, we ensure appropriate safeguards are in place, such as:

- Standard Contractual Clauses approved by the UK Information Commissioner's Office (ICO), or
- Transfers to countries deemed by the UK government to provide an adequate level of data protection.

By submitting your personal data, you agree to this transfer, storing or processing.

We take appropriate technical and organisational measures to protect your data. However, transmission via the internet is never completely secure, and any transmission is at your own risk.

Data Retention

We will retain your personal data only for as long as necessary to fulfil the purposes we collected it for, including satisfying legal, accounting, or reporting requirements. Retention periods vary depending on the type of data and the purpose of processing.

Children's Data

Our services are not intended for children under 18. We do not knowingly collect or store data from individuals under 18 years of age.

Your Rights

You have the following rights under UK data protection law:

- **Right to be informed** about how we use your data
- **Right of access** to your personal data
- **Right to rectification** of inaccurate or incomplete data
- **Right to erasure** ("right to be forgotten")
- **Right to restrict processing**
- **Right to data portability**
- **Right to object** to processing based on our legitimate interests
- **Rights in relation to automated decision-making**, including profiling.

You can exercise these rights by contacting us using the details below. Please note that legal exceptions may apply, and we may be unable to comply with all requests.

Data Protection Contact

If you have questions about this privacy policy or how we use your data, please contact:

Email: admin@qandc.net

Postal Address: Quick & Clarke, Grindell House, 37 North Bar Within, Beverley HU17 8DB

Phone: 01482 886200

We hope to resolve any issues directly. You also have the right to lodge a complaint with the **Information Commissioner's Office (ICO)**:

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

<https://ico.org.uk>