

Privacy notice

**Privacy notice**

**The type of personal information we collect**.

We currently collect and process the following information:

* Personal identifiers, contacts and characteristics (for example, name and contact details)

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**How we get personal information and why we have it**.​

Most of the personal information we process is provided to us directly by you for one of the following reasons:

* Make informed decisions
* Drive future marketing strategy
* Improve customer experience
* Improve understanding of the audience
* Identify areas for improvement or expansion
* Better personalizing content and messaging

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We may share information with the local authority, social services, police and the court should order for information be requested.

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

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* You consent. You are able to remove your consent at any time. You can do this by contacting **info@adviceandsolutions.co.uk**
* We have a contractual obligation
* we have a legal obligation
* we have a vital interest
* we need it to perform a public task
* we have a legitimate interest

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**How we store your information**

Your information is securely stored

We keep your name and contact information for no longer than necessary. We will then dispose of your information by means necessary such as shredding information and using professional companies to dispose of data.

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**Your data protection rights**

Under data protection law, you have the right to 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
* **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 data
* **Your right to object to processing**-You have the right to object to us processing your data
* **Your right to data portability**- You have the right to ask that we transfer your data to another organisation  
    
  **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.**

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If you wish to make a request, please contact:   
**info@adviceandsolutions.co.uk**

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**How to complain**

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

**info@adviceandsolutions.co.uk**

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

The ICO address is

Information commissioner's office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number 0303 123 1113