

**Privacy Statement – Truth Unlocked**

This Privacy Statement provides details of the personal data we collect from you, what we do with it, how you might access it and who it might be shared with.

**Our Contact Information and Data Protection Officer**

Our trading name is **Truth Unlocked.**

Our Data Protection Officer can be contacted directly here:

Data Protection Officer
**Truth Unlocked**
5 Kincraig, Lubbock Road
Chislehurst
Kent, BR7 6LH
Email: enquiries@truth-unlocked.com
Contact Tel: 07841 594668

**What we do with your personal data**

We process your personal data only for the purpose for which it is collected. If you use our services or request information, we collect your personal data for use by **Truth Unlocked**. We use this personal data for the provision of information and services or the performance of the contract.

We may use your personal data for other similar purposes, including marketing and communications, but that will only occur if we have your consent or where, as a current or previous user of our services, we rely on a legitimate interest justification for doing so.

You have a right at any time to stop us from contacting you for marketing purposes. Please contact us to do so - see above.

We will only disclose your personal information in connection with the contract or service that we provide and to the extent agreed or permitted by law.

**What personal data do we collect?**

The personal data we collect depends on whether you just visit our website or use our services. If you visit our website, you do not need to provide us with any personal data. However, your browser transmits some data automatically, such as the date and time of your visit, your browser type, your operating system, the last web page you visited and your IP address. Our Cookie policy is below.

If you use our services, personal data is required to fulfil the requirements of a contractual or service relationship, which may exist between you and our organisation.

If you provide us with personal data about other people, for example, the details of people you are investigating, we expect you to ensure that you have made appropriate privacy checks and agreements as required by law prior to this being provided to us.

As a minimum if you use a simple contact form on our website, you will be providing us with your name, address, telephone number and email address.

If you use the chat function on our website, your discussion will be captured by our website provider, Wix (‘Ascend by Wix), and retained by them for a short period of time and by us, as necessary.

We may record or monitor calls for training purposes, to improve the quality of our service and to prevent and detect fraud. We may also use CCTV recording equipment in and around our premises.

**How do we look after personal data?**

We only collect personal data that is required for the purposes of providing our services, as described above. We restrict, secure and control all of the data we hold, against unauthorised access, damage, loss or destruction; whether physical or electronic.

We retain personal data only for as long as is necessary to perform the functions above and to respond to your requests, or longer if required by law, or if we need to retain the data to perform a contract.

If we retain your personal data for historical or statistical purposes, we will ensure that the personal data cannot be used for any other purpose. Whilst in our possession, together with your assistance, we try to maintain the accuracy of your personal data.

**How can you access your personal data?**

You have the right to request access to any of your personal data we may hold. If any of that information is incorrect, you can request that we change it. If we are not using your information correctly, you can request that we stop using it or that we delete it completely.

**If you would like to make a request to see what personal data of yours, we hold, you may make a request to our Data Protection Officer using the details above.**

Where we have asked for your consent to use your personal data, you have the right to withdraw that consent at any time. If you withdraw your consent, we will stop using your personal data where legally possible. Any processing undertaken before your withdrawal remains valid and lawful.

**Changes to our Privacy Statement**

We keep our privacy statement under regular review and we’ll place any updates on this web page. This privacy statement is version 1.00

**Our Supervisory Authority**

You have the right to lodge a complaint with the Information Commissioner's Office (ICO), contact details below:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF
Tel: **0303 123 1113**
Web: [**ico.org.uk**](https://ico.org.uk/)