

## Privacy Policy

J Townley Ltd respects your privacy and is committed to protecting your personal data. This privacy notice will inform you as to how we look after your personal data and tell you about your privacy rights.

The majority of information we collect is directly from you when you provide your contact details to us directly either via email address, via the website or over the telephone. Where we collect personal data we will only process it:

- to perform a contract with you
- where we have legitimate interest to process the personal data and they are not overridden by your rights
- in accordance with a legal objection
- where we have your consent

The information we collect usually includes your name, company name (if applicable), address, email, telephone number, mobile number.

### How we use your data

We use your information to provide the services you have engaged us to provide. This may include:

- providing you with information you have requested from us, or information we are required to send to you
- operational communications, like changes to our services
- asking you for feedback or to take part in research we are conducting

### How we can share your data

We will only disclose your personal data for legitimate purposes:

- service providers or other parties to assist and enable us to carry out our duties
- regulators, law enforcement bodies, Government agencies, courts of other third parties where we believe it is necessary to comply with applicable laws or regulations, or to exercise, establish or defend our legal rights. We will notify you of this type of disclosure

### Retention

The length of time we keep your personal data depends on what it is, and whether we have an ongoing business need to retain it (for example, to provide you with a service you've requested or to comply with applicable legal, tax or accounting requirements).

We will retain your personal data for as long as we have a relationship with you. Following that period, we will make sure it is deleted or anonymised.

### **Your rights and how to contact us**

It is your personal data and you have rights relating to it. You have rights to:

- know what personal data we hold on you, and to make sure it's correct and up to date
- request a copy of your personal data, or ask us to restrict processing your personal data, or delete it

You can exercise these rights at any time by sending an email to [info@jtownleyltd.co.uk](mailto:info@jtownleyltd.co.uk)

If you're not happy with how we are processing your personal data, please let us know by contacting [info@jtownleyltd.co.uk](mailto:info@jtownleyltd.co.uk)

You also have the right to make a complaint at any time to the Information Commissioner's Office, the UK supervisory authority for data protection issues [www.ico.org.uk](http://www.ico.org.uk)