

Complaints Procedure

Written by Administrator

Thursday, 15 January 2015 22:12 - Last Updated Sunday, 14 July 2019 03:41

We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, you can be assured that it will be used only in accordance with this privacy policy.

This policy will explain areas of this website that may affect your privacy and personal details, how we process, collect, manage and store those details and how your rights under the GDPR (General Data Protection Regulation), the DPA (Data Protection Act) and the PECR (Privacy and Electronic Communications Regulations) are adhered to.

We may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

What we Collect

We may collect the following information:

- Your name
- Contact information including email address and phone number
- Demographic information such as postcode
- Other information relevant to enquiries made through our site

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping;
- We may use the information to improve our services;
- Where we have clearly stated and made you aware of the fact, and where you have given your express permission, except for where we have legitimate interests in doing so, we may use

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your details to send you information related to our services/products through a mailing list system. This is done in accordance with the regulations named above.

Security and Retention of Data

We are committed to ensuring that your information is secure. For this purpose, we will not hold your personal data for any longer than is reasonable. Further, we have taken reasonable steps to protect your information against unauthorised access and against unlawful processing, accidental loss, damage and destruction. Nevertheless, any personal data submitted by you is at your own risk.

We will not transfer your personal details to any third party for the purpose of direct marketing without your permission. We use certain third party service providers who may have access to your personal data so that they can provide services to us. When this occurs, we have a data protection compliant contract in place with these third parties.

Use of Cookies

This website uses cookies to better understand the users' experience while visiting the website. Cookies are small files saved to the user's computer's hard drive that track, save and store information about the user's interactions and usage of the website. This allows the website, through its server, to provide the users with a tailored experience within this website.

Users are advised that if they wish to deny the use and saving of cookies from this website onto their computer's hard drive they should take necessary steps within their web browser's security settings to block all cookies from this website and its external serving vendors or use the cookie control system if available upon their first visit.

Measuring Website Usage (Google Analytics)

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We use Google Analytics software to collect information about how you use this website. We do this to help make sure the site is meeting the needs of its users and to help us make improvements.

Google Analytics stores information about:

- the pages you visit
- how long you spend on each page
- how you got to the site
- what you click on while you're visiting the site

We don't collect or store your personal information (for example your name or address) so this information can't be used to identify who you are. We don't allow Google to use or share our analytics data.

Google Analytics sets the following cookies in accordance with [Google's privacy policy](#) :-

Universal Analytics

Name

Purpose

Expires

_ga

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This helps us count how many people visit the site by tracking if you've visited before

2 years

`_gid`

This helps us count how many people visit the site by tracking if you've visited before

24 hours

`_gat`

Used to manage the rate at which page view requests are made

10 minutes

Google Analytics

Name

Purpose

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Expires

`_utma`

Like `_ga`, this lets us know if you've visited before, so we can count how many of our visitors are new to

2 years

`_utmb`

This works with `_utmc` to calculate the average length of time you spend on the site

30 minutes

`_utmc`

This works with `_utmb` to calculate when you close your browser

When you close your browser

`_utmz`

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This tells us how you reached the site (for example from another website or a search engine)

6 months

Downloads & Media Files

Any downloadable documents, files or media made available on this website are provided to users at their own risk. While all precautions have been undertaken to ensure only genuine downloads are available, users are advised to verify their authenticity using third party antivirus software or similar applications.

We accept no responsibility for third party downloads and downloads provided by external third-party websites and advise users to verify their authenticity using third party antivirus software or similar applications.

External Website Links & Third Parties

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy policy. You should exercise caution and look at the appropriate privacy policy applicable to the relevant website being used.

Social Media Usage

While we may have official profiles on social media platforms, users are advised to verify

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authenticity of such profiles before engaging with, or sharing information with such profiles. We will never ask for user passwords or personal details on social media platforms. Users are advised to conduct themselves appropriately when engaging with us on social media.

There may be instances where our website features social sharing buttons, which help share web content directly from web pages to the respective social media platforms. You use social sharing buttons at your own discretion and accept that doing so may publish content to your social media profile feed or page. You can find further information about some social media privacy and usage policies in the resources section below.

Contact

If you have any queries in relation to the above please do not hesitate to write to us at Phase 2 Legal Limited, Curated House, 90 Mitchell Street, Glasgow, G1 3NQ or email info@phase2legal.co.uk.

Resources & Further Information

- [Overview of the General Data Protection Regulation \(GDPR\)](#)
- [Data Protection Act \(DPA\) 1998](#)
- [Privacy and Electronic Communications Regulations \(PECR\) 2003](#)
- [The Guide to the PECR 2003](#)
- [Twitter Privacy Policy](#)
- [Facebook Privacy Policy](#)
- [Google Privacy Policy](#)
- [LinkedIn Privacy Policy](#)