



This Privacy Policy sets out how the team at RCLM uses and protects any personal information that you give us.

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 making an enquiry with us, you can be assured that it will only be used in accordance with this privacy policy.

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. This policy is effective from April 24th 2019.

Data we may collect

When you use our website contact form, or you email or call us directly, we will collect your name and email address so that we can clearly identify and communicate with you in an appropriate way as well as for our internal records. If you contact us directly, we may also collect your telephone number.

Controlling your personal information

If you wish to know what personal data about you we hold, you may email us at rebecca@rebeccacrayford.co.uk requesting that we send you a text file listing those details. If you believe that any of the information we are holding about you is incorrect or incomplete, please also email us and we will promptly make the necessary corrections.

Data is retained for six months but if you wish us to remove your personal information from our record, please email us at rebecca@rebeccacrayford.co.uk with your request and we will ensure that it is removed immediately.

We will not sell, distribute or lease your personal information to third parties unless we have your prior permission or are required by law to do so.

Cookies

This website uses cookies which are stored on your browser. You can usually modify your browser settings to prevent this happening. However, by disabling cookies, or certain types of cookie, you may hinder your user experience on this and other websites, or prevent them from working entirely.

Some cookies used on this website collect information about how visitors use a website, for instance which pages visitors go to most often, and if they get error messages from web pages.

These cookies don't collect information that identifies a visitor. All information these cookies collect is aggregated and therefore anonymous. It is only used to improve how a website works.

Cookies may also be used to improve the user experience and to enable some of the functionality provided by this website.

Please note that some cookies may be placed by third party service providers who perform some of these functions (or other services) for us. Cookies are used on this website for Google Analytics, Facebook Share button, Twitter Share button. These services may be used to track your behaviour on other websites and we have no control over this.

By continuing to use this website without adjusting your browser's cookie settings, you agree that we can place these cookies on your device.

Site visitor tracking

Like most websites, the RCLM site uses Google Analytics to track user interaction. We use this data to monitor the number of people using our site, to better understand how they find and use our website and to see their journey through it.

Although Google Analytics records data such as your location, device, internet browser and operating system, none of this information personally identifies you to us. Google Analytics also records your computer's IP address which could be used to personally identify you but Google do not grant us access to this.

Links to other websites

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 statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Comments

Our website uses the Facebook Comments plugin for our blog. When you are logged into Facebook and you leave a comment on a blog post, visitors that see your comment can access your public profile on Facebook. You can find guidance on how to adjust your Facebook [Profile & Timeline Privacy settings](#) here.

You can read the [Facebook Data Policy](#) here.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have in place suitable electronic and managerial procedures to safeguard and secure the information we collect online.

Data breach policy

If you suspect a data breach on our site, you must contact us immediately. We will report any suspected breach to the [ICO](#) within 72 hours.