

# Our Privacy Policy - your rights, your information and how we use it

Practice Net Limited is committed to protecting your personal information.

Our Privacy Policy contains important information about what personal details we collect; what we do with that information; who we may share it with and why; and your choices and rights when it comes to the personal information you have given us.

We may need to make changes to our Privacy Policy; so please check our website for updates from time to time. If there are important changes such as changes to where your personal data will be processed; we will contact you to let you know.

This version of our Privacy Policy was last updated **2 May 2018**

## How to contact us

If you have any questions about our Privacy Policy or the information we collect or use about you, please contact;

Practice Net Limited  
Capital Business Park  
Wentloog Avenue  
Cardiff  
CF3 2PX  
Email: [sales@practicenet.co.uk](mailto:sales@practicenet.co.uk)

## Information we collect and use

Information about you that we collect and use includes:

- Information about who you are. your name and contact details

- Information about your contact with us e.g. meetings, phone calls, emails / letters

## What are cookies?

A cookie is a small file – it's saved onto your computer or other device when you visit our website.

Cookies store small pieces of information. For example - they will remember you've visited our website or performed a certain action.

We do not use cookies.

## Where we collect your information

We may collect your personal information directly from you, from a variety of sources, including:

- an enquiry form for a product or service
- phone conversations with us
- emails or letters you send to us

## What we collect and use your information for

We take your privacy seriously and we will only ever collect and use information which is personal to you where it is necessary, fair and lawful to do so. We will collect and use your information only where:

- you have given us your permission [consent] to send you information about products and services offered by Practice Net Limited.

## Who do not share your information with Third Parties

## Where your information is processed

All of your information is processed in the UK.

## How we protect your information

We take information and system security very seriously and we strive to comply with our obligations at all times. Any personal information which is collected, recorded or used in any way, whether on paper, online or any other media, will have appropriate safeguards applied in line with our data protection obligations.

Your information is protected by controls designed to minimise loss or damage through accident, negligence or deliberate actions. Our employees also protect sensitive or confidential information when storing information electronically.

## How long we keep your information

We will keep your personal information only where it is necessary to provide you with our products or services while you are a customer or prospect.

We may also keep your information after this period but only where required to meet our legal or regulatory obligations. The length of time we keep your information for these purposes will vary depending on the obligations we need to meet.

## Your individual rights

You have several rights in relation to how Practice Net Limited uses your information. They are:

### Right to be informed

You have a right to receive clear and easy to understand information on what personal information we have, why and who we share it with – we do this in our Privacy Policy and privacy notices.

### Right of access

You have the right of access to your personal information. If you wish to receive a copy of the personal information we hold on you, you may make a data subject access request (DSAR).

## Right to request that your personal information be rectified

If your personal information is inaccurate or incomplete, you can request that it is corrected.

## Right to request erasure

You can ask for your information to be deleted or removed if there is not a compelling reason for Standard Life to continue to have it.

## Right to restrict processing

You can ask that we block or suppress the processing of your personal information for certain reasons. This means that we are still permitted to keep your information – but only to ensure we don't use it in the future for those reasons you have restricted.

## Right to data portability

You can ask for a copy of your personal information for your own purposes to use across different services. In certain circumstances, you may move, copy or transfer the personal information we hold to another company in a safe and secure way. For example, if you were moving your pension to another pension provider.

## Right to object

You can object to Practice Net Limited processing your personal information.

- 

## How to make a complaint

We will always strive to collect, use and safeguard your personal information in line with data protection laws. If you do not believe we have handled your information as set out in our Privacy Policy, please visit our [Contact us](#) page, select 'Make a complaint' and we will do our utmost to make things right.