

1. Personal identification information

We may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit our site, register on the site, subscribe to the newsletter, fill in a form, and in connection with other activities, services, features or resources we make available on our Site. Users may be asked for, as appropriate, name, email address, postal address and phone number. Users may, however, visit our Site anonymously. We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personal identification information, except that it may prevent them from engaging in certain Site related activities.

2. Non-personal identification information

We may collect non-personal identification information about Users whenever they interact with our Site. Non-personal identification information may include the browser name, the type of computer and technical information about how the User connects to our Site, such as the operating system and the internet service provider they use and other similar information.

3. Web browser cookies

Our Site may use “cookies” to enhance the User experience. The User’s web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. User may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of the Site may not function properly.

4. How we use collected information

Brooksdale Ltd may collect and use Users personal information to improve customer service. Information you provide helps us respond to your customer service requests and support needs more efficiently.

5. How we protect your information

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorised access, alteration, disclosure or destruction of your personal information and data stored on our Site.

6. Sharing your personal information

We do not sell, trade, or rent Users personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification information regarding visitors and users with our business partners, trusted affiliates and advertisers for the purposes outlined above. We may use third party service providers to help us operate our business and the Site or administer activities on our behalf, such as sending out newsletters or surveys. We may share your information with these third parties for those limited purposes provided that you have given us your permission.

7. Third party websites

Users may find advertising or other content on our Site that links to the sites and services of our partners and other third parties. We do not control the content or links that appear on these sites and are not responsible for the practices employed by websites linked to or from our Site. In addition, these sites or services, including their content and links, may be constantly changing. These sites and services may have their own privacy policies and customer service policies. Browsing and interaction on any other website, including websites which have a link to our Site, is subject to that website’s own terms and policies.

8. Advertising

Adverts appearing on our site may be delivered to Users by advertising partners, who may set cookies. These cookies allow the ad server to recognize your computer each time they send you an online advertisement to compile non personal identification information about you or others who use your computer. This information allows ad networks to, among other things, deliver targeted advertisements that they believe will be of most interest to you. This privacy policy does not cover the use of cookies by any advertisers.

9. Changes to this privacy policy

Brooksdale Ltd has the discretion to update this privacy policy at any time. When we do, we will revise the updated date at the bottom of this page. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

10. Your acceptance of these terms

By using this Site, you signify your acceptance of this policy. If you do not agree to this policy, please do not use our Site. Your continued use of the Site following the posting of changes to this policy will be deemed your acceptance of those changes.

11. Data Protection

We are registered for Data Protection (no. ZA545378).

We use your data to carry out our tax claim services.

You agree to us storing this data in paper and/or electronic form. Your data will be stored and processed in accordance with all UK data protection legislation.

We record and monitor some telephone calls, for training and quality purposes.

We may contact you by using any contact details you have provided. You can update your contact preferences by informing us via any of the described methods below.

We may be required to transfer your data to one of our third-party partners, listed below, in order to provide our service to you. Some of these may be outside of the EEU.

We have agreements in place with all third-party partners to ensure the safety and security of your personal data.

You are able to request a copy of all your personal data by sending us a Subject Access Request by email or post using the details below. You can find more information about Subject Access Requests on the ICO website

<https://ico.org.uk/your-data-matters/your-right-to-get-copies-of-your-data/preparing-and-submitting-your-subject-access-request/>

12. Contact Us

Address: The Data Controller

Brooksdale Ltd

Magnetic House

Waterfront Quay

Salford

M50 3XW

Email: info@brooksdale.co.uk

Telephone: 0161 751 7295