

PRIVACY POLICY

LAST MODIFIED: 18th January 2023 (Version 2.0)

Please read our Privacy Notice carefully as it describes our collection, use, disclosure, retention, and protection of your personal information.

This notice applies to any website or service which references this Privacy Notice. Where you provide us with your personal information in any of the ways described in section 4 below, you agree that we may collect, store, and use it (a) in order to perform our contractual obligations to you, (b) based on our legitimate interest for processing (i.e. for internal administrative purposes or for the detection or prevention of crime) or (c) based on your consent, which you may withdraw at any time, as described in this Privacy Notice. You have certain rights in relation to your data, including the right to object to processing based on legitimate interests, profiling (including the use of custom and lookalike/similar audiences), and direct marketing. At any time, you can exercise your rights by emailing us at info@quicktaxclaims.co.uk. For further details about our processing and your rights, please see below.

1. Who we are

Our Privacy Notice applies to all services offered by Quick Tax Claims Limited and its affiliates, but excludes any products, applications, or services that have separate privacy notices which are not incorporated in this Privacy Notice.

Quick Tax Claims Limited controls the data collected when you interact with website owned by Quick Tax Claims Limited.

For the purposes of the General Data Protection Regulation (the “GDPR”), Quick Tax Claims Limited is the controller in relation to your data.

For further information about our Privacy Policy, our processing of data about you, or if you have any queries about your rights under local law, how to update your records, or how to obtain access to the information that we hold about you, please contact us:

Post:

Data Protection Officer
Quick Tax Claims Limited
Woolwich House
61 Mosley Street
M2 3HZ

Online: info@quicktaxclaims.co.uk

2. About our site

Our site connects people who are looking to purchase a product or service (“The Product”) with relevant providers (“Business Partners”) who can offer quotation for the selected product or service.

3. What data we collect and how

To the extent permissible under the applicable law, we collect information about you when you:

- Register to use our website or service; this may include your name, address, email address, telephone number. We may also ask you to provide additional information about product preferences or requirements.
- Contact us by telephone, fax, SMS, email or post.
- Contact us through the Chat app available in our website
- Contact us through other channels like social media portals.
- When you sign up to receive our newsletter

We also collect information from your devices (including mobile devices) that you use to access our website (for example, we may collect the device identification number and type, location information and connection information such as statistics on your page views, traffic to and from the sites, referral URL, ad data, your IP address, your browsing history and your web log information. We may do this using cookies or similar technologies (as described in section 9 below).

4. How we use your data

To the extent permissible under applicable law, we use your information:

To contact you to confirm your details or requirements

We may contact you by phone, SMS, email or the chat on our website to confirm some details or product requirements. We may also contact you to ask about your experience using our site and service, and dealing with the Business Partners which we connected you with.

To connect you with the relevant Business Partners

When you sign up on our website, we will pass your request on to one or more Business Partners. After submitting the webform you will receive an email from us confirming which Business Partners have received your information and are now allowed to contact you. Those Business Partners now act as data controllers of your data, so if you wish to understand how these Business Partners may process your personal data, please take the time to read their Privacy Policy. They may contact you by telephone, text/SMS or email.

Please note that some of our Business Partners use local service providers ("Subsuppliers") to perform the specific service in your area, in those situations both supplier and subsupplier become the data controllers of your data for the purpose of providing the service.

Before we pass your request to any Business Partners, our service may involve an element of automated decision-making. On some occasions, we may automatically assess your product preferences and pass your request to the appropriate Business Partners. You have the right to object to such automated decision-making and you can do so by emailing us at info@quicktaxclaims.co.uk.

Sometimes we also share IP addresses with Business Partners to enable Business Partners to verify the request.

To email you about other Offers - But only if you have not opted out of such emails

When you use our site we would like to contact you via email, SMS about similar products or services to the one you have shown interest in and we think you might like.

You can always unsubscribe from those emails/SMS and we won't contact you again.

To create custom and lookalike/similar audiences

We work with Facebook, Google, and other platforms ("Platforms") to reach out to you with ads from other offers or to create similar audiences or custom audiences. Data is aggregated and pseudonymised and you can always object to this activity by emailing us at info@quicktaxclaims.co.uk or by changing the cookies settings at the bottom of all pages in our site.

Working with suppliers

We work with a number of suppliers, who process data on our behalf. These include cloud storage providers and email service providers. We have appropriate contracts in place with such suppliers to ensure the protection and confidentiality of data.

We may analyze your personal information to build individual profiles, which also includes collection and (statistical) analysis of the data. Individual profiling is used to predict future interests and provide you with offers that are relevant and interesting for you. Profiling is based on the data you have provided to us through the contact form and also on your behaviour when surfing the Internet (only if you have given consent). You have the right to object to profiling by sending us an email to info@quicktaxclaims.co.uk.

5. Transferring your data

Personal information in the European Union is protected by data protection laws, but other countries do not necessarily protect your personal information in the same way.

Our website and some of our services, or parts of them, may also be hosted in the United States or otherwise outside of the EEA (which means all EU countries including Norway, Iceland, and Liechtenstein) and this means that we may transfer any information which is submitted by you through the website or service outside the EEA to the United States or to other territories outside of the EEA. When you send an email to us, this will also be stored on our email servers, which are hosted in the United States.

We may use service providers based outside of the EEA to help us provide our websites and services to you (for example, platform providers who help us deliver our services, or advertising) and this means that we may transfer your information to service providers outside the EEA for the purpose of providing our applications, advertising, and services to you.

We take steps to ensure that where your information is transferred outside of the EEA by our service providers and hosting providers, appropriate measures and controls are in place to protect that information in accordance with applicable data protection laws and regulations. In each case, such transfers are made in accordance with the requirements of Regulations (EU) 2016/679 (the General Data Protection Regulations or “GDPR”) and may be based on the use of the European Commission's Standard Model Clauses for transfers of personal data outside the EEA.

By using our website or services or by interacting with us in the ways described in this Privacy Notice, you consent to the transfer of your information outside the EEA in the circumstances set out in this Privacy Notice. If you do not want your information to be transferred outside the EEA, you should not use our website or services.

6. Storing your data

We have a data retention policy, which sets out for how long we keep data.

We will keep your data only for as long as necessary to fulfil the purpose(s) for which it was collected in the first place.

7. Legal grounds for processing

Activity	Lawful basis under the GDPR	Your rights
Data processing for the completion of the Service	Legitimate Interests	You have the right to object to processing based on legitimate interests.
Using and sharing IP addresses	Legitimate Interests	You have the right to object to processing based on legitimate interests.
To email you about similar Products	Legitimate Interests	You have the right to object to processing based on legitimate interests.
Receiving data from service providers	Legitimate Interests	You have the right to object to processing based on legitimate interests.
To create custom and lookalike/similar audiences	Legitimate Interests	You have the right to object to processing based on legitimate interests.
Automated decisions and Profiling	Legitimate Interests	You have the right to object to processing based on legitimate interests.
Processing of Personal Data in order to comply with applicable laws.	Legitimate Interests	You have the right to object to processing based on legitimate interests.

--	--	--

This notice sets out (above) how we use your data. Under the GDPR, controllers must have a valid lawful basis for each processing activity that they undertake. This section sets out our lawful basis for each activity.

8. Your rights

If you are based within the European Economic Area (“EEA”) or within another jurisdiction having similar data protection laws, in certain circumstances you have the following rights:

- the right to be told how we use your information and obtain access to your information;
- the right to have your information rectified or erased or place restrictions on processing your information;
- the right to object to the processing of your information e.g. for direct marketing purposes;
- the right to have any information you provided to us on an automated basis returned to you in a structured, commonly used and machine-readable format, or sent directly to another company, where technically feasible (“data portability”);
- where the processing of your information is based on your consent, the right to withdraw that consent subject to legal or contractual restrictions;
- the right to object to any decisions based on the automated processing of your personal data, including profiling; and
- the right to lodge a complaint with the supervisory authority responsible for data protection matters

If we hold any information about you which is incorrect or if there are any changes to your details, please let us know so that we can keep our records accurate and up to date.

If you withdraw your consent to the use of your personal information for purposes set out in our Privacy Notice, we may not be able to provide you with access to all or parts of our websites and services.

We will retain your personal information for the duration of our business relationship and afterwards for as long as is necessary and relevant for our legitimate business purposes, in accordance with the Quick Tax Claims Limited Data Retention Policy, or as otherwise permitted by applicable laws and regulation. Where we no longer need your personal information, we will dispose of it in a secure manner (without further notice to you).

9. Cookies

Cookies are small text files which are transferred from our websites or services, and stored on your device. We use cookies to help us provide you with a personalised service, and to help make our websites and services better for you.

Our cookies may be session cookies (temporary cookies that identify and track users within our websites or services that are deleted when you close your browser or leave your session in the application or service) or persistent cookies (cookies which enable our websites or services to “remember” who you are and to remember your preferences within our websites or services and that will stay on your computer or device after you close your browser or leave your session in the application or service).

We use the following different types of cookies:

Strictly Necessary Cookies

These cookies are necessary for the website to function and cannot be switched off in our systems. They are set in response to actions made by the user in the website and are required to identify irregular site behavior, prevent fraudulent activity, and improve security.

You can set your browser to block or alert about these cookies, but some parts of the site will then not work. These cookies do not store any personally identifiable information.

Performance cookies and analytics technologies

These cookies collect information about how visitors and users use our websites and services, for instance which functionality visitors use most often, and if they get error messages from areas of the websites or services. These cookies do not collect information that identifies a visitor or user. All information these cookies collect is aggregated and therefore anonymous. We only use these cookies to improve how our websites and services work.

We use third parties like Google Analytics for this purpose, for further information, please visit their privacy policy: <https://policies.google.com/privacy?hl=en&gl=ZZ>

Functionality cookies

These cookies allow our websites and services to remember choices you make (such as your user name, language, or the region you are in) and provide enhanced, more personal features.

These cookies can also be used to remember changes you have made to text size, fonts, and other parts of web pages that you can customise. They may also be used to provide services you have asked for. The information these cookies collect may be anonymised and they cannot track your browsing activity on other websites.

Targeting or advertising cookies

These cookies are used to deliver adverts more relevant to you and your interests. They are also used to limit the number of times you see an advertisement, as well as help measure the effectiveness of the advertising campaign. They are usually placed by advertising networks with the website operator's permission. They remember that you have visited a website and this information is shared with other organisations such as advertisers. Quite often, targeting or advertising cookies will be linked to site functionality provided by the other organisation.

For further details in how these networks process personal data, please find a link to their respective privacy policies. You can also manage your cookies settings and automatically disable targeting or advertising cookies at the bottom of this page.

- Facebook Advertising: <https://www.facebook.com/privacy/explanation> or visit https://www.facebook.com/help/610457675797481/?helpref=hc_fnav to see how your data is used on Facebook Ads
- Bing Ads: <https://privacy.microsoft.com/da-dk/privacystatement>
- LinkedIn Ads: <https://www.linkedin.com/legal/privacy-policy>
- Twitter Ads: <https://twitter.com/privacy>

Web beacons and parameter tracking

We also use cookies and similar software known as web beacons to count users who have visited our website after clicking through from one of our advertisements on another website or in emails, and to collect details of any products or services purchased. These web beacons collect limited information that does not identify particular individuals. It is not possible to refuse the use of web beacons. However, because they are used in conjunction with cookies, you can effectively disable them by setting your browser to restrict or block cookies.

Third party website widgets

We use a third party review provider, Trustpilot, to receive and publish reviews about our services. If you make a review about our website, this will be published on www.trustpilot.com and also may be published on our website as well as in Google Search Results. For further details, please see Trustpilot privacy notice: <https://legal.trustpilot.com/end-user-privacy-terms>

IP Address and traffic data

We keep a record of traffic data which is logged automatically by our servers, such as your Internet Protocol (IP) address, device information, the website that you visited before ours, and the website you visit after leaving our site. We also collect some site, application, and service statistics such as access rates, page hits, and page views. We are not able to identify an individual user from traffic data or site statistics.

How to disable cookies

You may be able to configure your browser or our website or service to restrict cookies or block all cookies if you wish, however if you disable cookies you may find this affects your ability to use certain parts of our websites or services. For more information about cookies and instructions on how to disable cookies in your browser:

- Internet Explorer: <http://windows.microsoft.com/en-GB/internet-explorer/delete-manage-cookies>

- Google Chrome: <https://support.google.com/chrome/answer/95647?hl=en>
- Safari: <http://help.apple.com/safari/mac/8.0/#/sfri11471>

10. Your rights

For further information about our Privacy Policy or our processing of data about you or if you have any queries about your rights under local law, how to update your records, or how to obtain a copy of the information that we hold about you, please contact us:

Post:

Data Protection Officer
Quick Tax Claims Limited
Woolwich House
61 Mosley Street
M2 3HZ

Online: info@quicktaxclaims.co.uk

11. Individuals Rights

1. the right to be informed
2. the right of access
3. the right to rectification
4. the right to erasure
5. the right to restrict processing
6. the right to data portability
7. the right to object
8. rights in relation to automated decision making and profiling

If you are dissatisfied with our response to your invoking any of your rights under the Data Protection Act 2018, then you have a right to complain to the Information Commissioner's Office, whose details are set out below.

Information Commissioner's Office, whose details are set out below.

Contact details

Visit: www.ico.org.uk/make-a-complaint and select Your Personal Information Concerns

Call: 0303 123 1113

Chat: ico.org.uk/global/contact-us/live-chat

Information:

Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
SK9 5AF.