



Privacy Policy (May 2018)

1. Introduction and general terms

Haywood Associates Ltd (HAL) is committed to protecting any personal information we obtain about you. This Privacy Policy sets out how we obtain, use and protect any personal information you provide to us, whether online, via phone, text, email, in letters or in other correspondence.

This privacy policy explains the following:

- what information HAL may collect about you;
- how HAL will use information we collect about you;
- when HAL may use your details to contact you;
- whether HAL will disclose your details to anyone else;
- your choices regarding the personal information you provide to us;
- the use of cookies on any of our websites and how you can exercise your choices in relation to those cookies.

HAL is committed to safeguarding your personal information. Whenever you provide such information, we are legally obliged to use your information in line with all laws concerning the protection of personal information, including the Data Protection Act 1998 and the Privacy & Electronic Communications (EC Directive) Regulations 2003.

The HAL website and other social media sites contain hyperlinks to websites owned and operated by third parties. These third party websites have their own privacy policies, including policies on their use of cookies, and we urge you to review them. They will govern the use of personal information you submit or which is collected by cookies whilst visiting these websites. We cannot accept any responsibility or liability for the privacy practices of such third party websites and your use of such websites is at your own risk.

2. Who we are

Haywood Associates Ltd is a microcompany based in the UK providing global IT consultancy, software and systems development services. The registered office is at Crosswinds, 2 Orchard Rise, Burford OX18 4SZ UK, and the postal address is PO Box 354 Burford OX18 9AW UK. It is a limited company registered at Companies House, number 3525455.

3. What information will HAL collect about me?

When you contact HAL to enquire about our company and our services, offer products or services, or you telephone, email, write to or text HAL, or engage with us via social media channels, we may receive and retain personal information about you. This can consist of information such as your name, email address, postal address, telephone or mobile number, bank account details to process or receive payments. Should your contact be in connection with becoming an associate or an employee, further personal and “sensitive” information such as your CV, tax and financial status, health information and other relevant information may also be requested but only where appropriate and directly relevant and necessary.

By providing these details, you enable HAL (and where applicable any associates and sub-contractors) to provide you with the goods, services, information, activities or online content you ask for.

If you are simply browsing our website as an anonymous visitor, HAL may still collect certain information from you, such as your IP addresses (an IP address is a number that can uniquely identify a specific computer or other network device on the internet).



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HAL does not currently use cookies on its website or other media channels. Cookies are small text files on your device. They are made by your web browser when you visit a website. Every time you go back to that website, your browser will send the cookie file back to the website's server. They improve your experience of using a website, for example, by remembering your preference settings and by measuring your use of a website to ensure that it meets your needs.

4. How will HAL use the information you collect about me?

HAL will use your personal information for a number of purposes including the following:

- in relation to any correspondence you have entered into with us whether by letter, email, text, social media, message board or any other means;
- for "administration purposes", which means that HAL may contact you for reasons related to the purpose of your contact with HAL/your relationship with HAL. e.g. the completion of commercial or other transactions you have entered into with HAL
- for internal record keeping;
- to contact you about any content you provide;
- for marketing purposes;
- to provide you with information about our activities or online content you have agreed to receive;
- to use IP addresses to identify the location of users, to block disruptive use, to establish the number of visits from different countries;
- to analyse and improve the activities and content offered by the HAL website to provide you with the most user-friendly navigation experience. We may also use and disclose information in aggregate (so that no individuals are identified) for marketing and strategic development purposes.

5. What lawful basis does HAL process, document and retain information received?

HAL processes documents primarily for contract and legal obligations. We also retain information from parties interested in working with us. We do not conduct direct marketing campaigns.

6. Will HAL share my personal information with anyone else?

Information obtained by HAL will not be shared unless we have your express consent to do so. This could be, for example, for associates being proposed as subcontractors on a tender project submitted by HAL.

We will only use your information within HAL for the purposes for which it was obtained. HAL will not, under any circumstances, share or sell your personal data with any third party for marketing purposes and you will not receive offers from other companies or organisations as a result of giving your details to us.

We do not need to share your information with "data processors".

We will also comply with legal requests where disclosure is required or permitted by law (for example to government bodies for tax purposes or law enforcement agencies for the prevention and detection of crime, subject to such bodies providing us with a relevant request in writing).

7. How long will HAL keep my personal information?

We will hold your personal information on our systems for as long as is necessary for the relevant activity.



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If you request that we stop contacting you we will keep a record of your contact details and appropriate information to enable us to comply with your request not to be contacted by us.

8. What is HAL's policy on allowing me to update, correct, or delete my personal information?

The accuracy of your information is really important to us. We want to ensure that we are able to communicate with you in ways that you are happy with, and to provide you with information that is of interest. If you wish to change how we communicate with you, or update the information we hold, then please contact us:

Email us info@haywood-associates.co.uk

Write to us at: Data Protection Officer, Haywood Associates Ltd, PO Box 354, OX18 9AW, UK

Call us on 01993 824915

Under the Data Protection Act you have the right to request a copy of the personal information we hold about you and to have any inaccuracies corrected.

Please address requests and questions about this or any other question about this Privacy Policy to the Data Protection Officer, as above.

9. Cookies Policy - information HAL collects from your computer or mobile device

What is a cookie?

Cookies are small text files on your device. They are made by your web-browser when you visit a website. Every time you go back to that website, your browser will send the cookie file back to the website's server. Cookies are useful because they allow a website to recognise a user's device. You can find more information about cookies at: www.allaboutcookies.org and www.youronlinechoices.eu

For a video about cookies visit

<https://www.google.co.uk/goodtoknow/data-on-the-web/cookies>

Cookies do lots of different jobs, like letting you navigate between pages efficiently, remembering your preferences, and generally improving the user experience.

They can also help to ensure that adverts you see online are more relevant to you and your interests.

Why does HAL use cookies?

Like many websites, HAL uses cookies in order to provide you with a more personalised web service.

It helps us identify which bits of our website people are using, and helps us do work on those sections of the website to improve the user experience. We also use cookies to help show content on our site which is relevant to you and your interests.

Information supplied in cookies also allows us to measure the effectiveness of online marketing campaigns. This enables us to ensure any money we spend on digital marketing gives us a good return on investment.

10. Safety and security

Personal information is processed and stored in our databases and we have taken reasonable steps to secure and protect the information under our control, including establishing processes to prevent unauthorized access or disclosure of this information. However, whilst we make every effort to ensure the security of your information, we are unable to guarantee the protection of the



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information from misuse, accidental disclosure or unauthorised acts by others.

11. Changes to HAL's Privacy Policy

This Privacy Policy may be updated from time to time so you may wish to check it each time you submit personal information to HAL. The date of the most recent revisions will appear on this page. If you do not agree to these changes, please do not continue to use our website or submit personal information. If material changes are made to the Privacy Policy we will notify you by placing a prominent notice on the website.

Updated: 22 May 2018