

Marston Associates (MA) Privacy Policy

This privacy policy sets out how Marston Associates (MA) uses and protects any information that you supply when you use our website and services.

MA is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy policy.

MA will review this page from time to time.

You should check our policy from time to time to ensure that you are happy with any changes. This policy is effective from 25/5/2018.

What We Collect

We may collect the following information:

- Name and job title
- Contact information, including email address
- Demographic information, such as postcode
- Other information relevant to customer surveys and/or offers

When you contact MA we collect personal information directly from you. We use this information to register your interest in the service that we provide.

Employment

MA processes personal data about its employees on the basis that it is necessary to do so in connection with their individual contracts of employment and to comply with MA's legal obligations.

MA outsources its Payroll functions to accountants who are GDPR compliant and transfers its employees' data to that company. The information they receive would include:

- Bank details
- Contact information, including email address
- National insurance and tax details

Website

When someone visits www.marstonassoc.com we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to assess matters such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

What we do with the information we gather

We require this information to understand your needs and provide you with the best service, and in particular for the following reasons:

- Internal record keeping
- We may use the information to improve our products and services
- All of the information you provide during the process will only be used for the purpose of progressing an instruction, or to fulfil our contractual obligation
- The information you provide will be held securely by us and/or our data processors whether the information is in electronic or in physical format
- We will use the contact details you provide us to contact you to progress an instruction or contractual obligation

Using your Information in accordance with the Data Protection Laws

Data protection laws require MA to meet certain conditions before using your personal information in the way described in the privacy policy. To use your personal information we will rely on the condition known as 'legitimate interest'.

It is in MA's legitimate interest to collect and process your personal data, as it provides MA with the information needed to offer and provide services to clients and suppliers more effectively.

Marston Associates (MA) Privacy Policy (Continued)

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place Symantec encryption software. We have also installed malware and antivirus software in order to safeguard and secure any information we collect online or store on our computers.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We only use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of a website.

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.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- If you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at enq@marstonassoc.com.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee may be payable.

If you would like a copy of the information held on you, please write to Marston Associates, Bishops Walk House, 19-23 High Street, Pinner, Middlesex HA5 5PJ or e-mail enq@marstonassoc.com

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible at the above address. We will promptly correct any information found to be incorrect.

People who use our services

MA shall use any personal information you give us in accordance with this policy and in the privacy statement that appears on the form through which you submit your personal information.

We hold the details of those who have instructed us to use the service in order to provide it. However, we only use these details to provide the service the individual has requested.

Privacy Statement

All of the information provided to MA during the process will only be used for the purpose of progressing an instruction, or to fulfil legal and regulatory requirements if necessary.