



Last updated 29th May 2020

Moor Independence Ltd Privacy Policy

Our contact details

Name: Tracey Collins

Address: 2, The Willows, Western Road, Ashburton, Devon TQ13 7ED

Phone Number: 01364 800125

E-mail: tracey@moor-independence.co.uk

The type of personal information we collect

We currently collect and process the following information:

- Name
- Telephone Number
- Email address

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Enquiries about our services via our website

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- (a) We have a contractual obligation.
- (b) We have a legitimate interest.





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How we store your personal information

Your information is securely stored on our email system, which is protected via user authentication.

We keep your details for 6 months, although we may hold information longer, if you proceed with any of our services and have a separate privacy policy for clients of Moor Independence Ltd. We will then dispose your information by deleting enquiries emailed to us via our website or social media channels (Facebook).

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at tracey@moor-independence.co.uk, 01364 800125 or 2, The Willows, Western Road, Ashburton, Devon TQ13 7ED if you wish to make a request.





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How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at Moor Independence Ltd, 2, The Willows, Western Road, Ashburton, Devon TQ13 7ED.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

