

Privacy Policy

In-Form Solutions understands that your privacy is important to you and that you care about how your personal data is used and shared online. We respect and value the privacy of everyone who visits this website, www.in-formsolutions.com ("Our Site") and (subject to the limited exceptions in section 6, below) We do not collect personal data about you unless you contact us (see section 5, below). Any personal data We do collect will only be used as permitted by law.

Please read this Privacy Policy carefully and ensure that you understand it. Your acceptance of Our Privacy Policy is deemed to occur upon your first use of Our Site. If you do not accept and agree with this Privacy Policy, you must stop using Our Site immediately.

1. Definitions and Interpretation

In this Policy, the following terms shall have the following meanings:

"personal data"	means all data that relates to an identifiable person who can be directly or indirectly identified from that data. In this case, it means personal data that you give to Us via Our Site. and
"We/Us/Our"	means In-Form Solutions, a limited company registered in England under company number 3961045, whose registered address is 88 Hill Village Road, Sutton Coldfield B75 5BE, and whose main trading address is Lichfield Business Hub – GF08, District Council House, Frog Lane, Lichfield, Staffordshire, England, WS13 6YY.

2. Information About Us

- 2.1 Our Site is owned and operated by In-Form Solutions.
- 2.2 Our VAT number is GB 748147706.
- 2.3 Our Data Protection Officer is Peter Case-Upton and can be contacted by email peter@pcu.co.uk or by telephone on +44 (0)1543 560 280.
- 2.4 We are regulated by ICO (Information Commissioners Office) Registration No: ZA344161.

3. What Does This Policy Cover?

This Privacy Policy applies only to your use of Our Site. Our Site may contain links to other websites. Please note that We have no control over how your data is collected, stored, or used by other websites and we advise you to check the privacy policies of any such websites before providing any data to them.

4. Your Rights

- 4.1 As a data subject, you have the following rights under the GDPR, which this Policy and Our use of personal data have been designed to uphold:
 - 4.1.1 The right to be informed about Our collection and use of personal data;
 - 4.1.2 The right of access to the personal data we hold about you (see section 8);
 - 4.1.3 The right to rectification if any personal data We hold about you is inaccurate or incomplete (please contact Us using the details in section 9);
 - 4.1.4 The right to be forgotten – i.e. the right to ask Us to delete any personal data We hold about you (We only hold your personal data for a limited time, as explained in section

6 but if you would like Us to delete it sooner, please contact Us using the details in section 9);

- 4.1.5 The right to restrict (i.e. prevent) the processing of your personal data;
- 4.1.6 The right to data portability (obtaining a copy of your personal data to re-use with another service or organisation);
- 4.1.7 The right to object to us using your personal data for particular purposes; and
- 4.1.8 Rights with respect to automated decision making and profiling.

4.2 If you have any cause for complaint about Our use of your personal data, please contact Us using the details provided in section 9 and We will do Our best to solve the problem for you. If We are unable to help, you also have the right to lodge a complaint with the UK's supervisory authority, the Information Commissioner's Office.

4.3 For further information about your rights, please contact the Information Commissioner's Office or your local Citizens Advice Bureau.

5. What Data Do We Collect?

5.1 Subject to section 5.2, We do not collect any personal data from you. Although we do place a cookie on your computer or device in order to use analytic software – see point 5.3. We do not use any other means of data collection.

5.2 If you send Us an email, we may collect your name, your email address, and any other information which you choose to give us.

5.3 We use Google Analytics software to collect information about how you use www.in-formsolutions.com. We do this to help make sure the site is meeting the needs of its users and to help us make improvements, for example improving [site search](#). Google Analytics stores information about:

- the pages you visit on www.in-formsolutions.com
- how long you spend on each www.in-formsolutions.com page
- how you got to the site
- what you click on while you're visiting the site
- We do not collect or store your personal information (for example your name or address) on our website, so this information cannot be used to identify who you are.

We also collect data in order to:

- improve the site by monitoring how you use it
- gather feedback to improve our services, for example our email alerts
- respond to any feedback you send us, if you've asked us to
- send email alerts to users who request them
- provide you with information about services if you want

6. How Do We Use Your Data?

6.1 If we do collect any personal data, it will be processed and stored securely, for no longer than is necessary in light of the reason(s) for which it was first collected. We will comply with our obligations and safeguard your rights. For more details on security see section 7, below.

6.2 As noted above, we do not generally collect any personal data. If you contact us and we obtain your personal details from your email, we may use them as follows:

- 6.2.1 To reply to your email;
- 6.2.2 To respond to your query.
- 6.2.3 To obtain information on your behalf.
- 6.2.4 To store your interest of our company and its services for future use.

6.3 You have the right to withdraw your consent to us using your personal data at any time, and to request that we delete it.

6.4 We will not share any of your data with any third parties for any purposes unless you tell us otherwise.

6.5 We will not sell or rent any of your data to any third parties.

7. **How and Where Do We Store Your Data?**

7.1 We only keep your personal data for as long as we need to in order to use it as described above in section 6, and/or for as long as we have your permission to keep it.

7.2 Some or all of your data may be stored outside of the European Economic Area (“the EEA”) (The EEA consists of all EU member states, plus Norway, Iceland, and Liechtenstein). If we do store data outside the EEA (this may be the case, for example, if our email server is located in a country outside the EEA), we will take all reasonable steps to ensure that your data is treated as safely and securely as it would be within the UK. Your data would only be stored via a cloud service solution provider such as Microsoft.

7.3 Data security is very important to us, and to protect your data we have taken suitable measures to safeguard and secure any data we hold about you (even if it is only your email address).

8. **How Can You Access Your Data?**

You have the right to ask for a copy of any of your personal data held by us (where such data is held).

9. **Following a link to www.in-formsolutions.com website.**

If you come to www.in-formsolutions.com from another website, we may receive information from the other website. We don't use this data. You should read the privacy policy of the website you came from to find out more about this.

10. **Following a link to another website.**

If you go to another website from this one, read the privacy policy on that website to find out what it does with your information.

11. **Contacting Us**

If you have any questions about Our Site or this Privacy Policy, please contact us by email at dawn.bond@in-formsolutions.com , by telephone on +44 (0)1543 560 280. Please ensure that your query is clear, particularly if it is a request for information about the data We hold about you (as under section 8, above).

12. **Changes to Our Privacy Policy**

We may change this Privacy Policy from time to time (for example, if the law changes). Any changes will be immediately posted on Our Site and you will be deemed to have accepted the terms of the Privacy



Policy on your first use of Our Site following the alterations. We recommend that you check this page regularly to keep up-to-date.

This Policy has been approved and authorised by:

Name: David Poynton

Position: Chairman

Date: 26th May 2023

Signature:

A handwritten signature in black ink that reads 'David Poynton'. The signature is written in a cursive style with a horizontal line underneath the name.