

Privacy Policy

Relocate Sure UK

28/08/2023

Our contact details

Name:	Relocate Sure UK
Address:	International House, 10 Churchill Way, Cardiff, CF10 2HE, United Kingdom
Phone Number:	+442921282499
Email:	contact@relocatesureuk.co.uk

The types of personal information we collect

We currently collect and process the following types of personal information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Financial information (for example, bank details)
- Registration information (for example, National Insurance number and Council Tax account number)

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, so that you are able to receive our business's services.

We use the information that you have given us in order to provide you with our business's services.

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for processing this information is your consent. You are able to remove your consent at any time. You can do this by contacting us using the contact details provided in this document.

How we store your personal information

Your information is securely stored on our IT systems.

We keep your personal information for six months after using it. We will then dispose of your information by deleting it from our IT systems. This applies to all the information we collect about you.

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 withdraw consent* - You have the right to ask us to stop processing your personal information.
- *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. You can make a request by contacting us using the contact details provided in this document.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us using the contact details provided in this document.

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>