

# **Enquiry Privacy Policy**

## **What information do we collect**

As part of your enquiry we may collect your name, telephone, mobile and email contact details and information to assess your service requirements.

We may use your email or telephone contact number/s to contact you with regards to your enquiry and subsequent quotation for services if appropriate.

If you are providing information and/or contact data for a third party (i.e. employer) we assume that you have their explicit consent to share this with us. They retain the right to access, correct or remove this information at any point.

## **How we use and store your personal information.**

Data may be stored electronically to communicate with you with regards to your enquiry or for other necessary services. Electronic data will be stored in a secure file location and would be accessible to the service team members and Management of International Facilitators Plus, UK Ltd. Any hard copies of your data will be securely shredded following your enquiry.

## **Access to your information, correction and removal**

You have the right to request a copy of the information that we hold about you, to correct information or to request the removal of your data.

For access requests your information will be provided within 30 days of your initial request. If your request is deemed excessive we may notify you that there will be an administrative cost for providing this access request.

If you would like a copy of some or all of your personal information, to correct or request the removal of data, please contact our Privacy Officer.

## **Data Breach**

In the event of a data breach International Facilitators Plus, UK Ltd will notify those affected within 72 hours while assessing the risks to people's rights and freedoms. The Company will also, if appropriate, report this breach to the ICO.

## **Changes to our privacy policy**

We keep our privacy policy under review and will place updates on our website. This privacy policy was last updated on May 9, 2018

## **How to contact us**

Please contact us if you have any questions about our privacy policy or information that we hold about you.

### **Patricia Hyslop – Data Privacy Officer**

**By telephone:** 02083 265 606

**By email:** [info@ifpglobal.com](mailto:info@ifpglobal.com)

**By writing:** International Facilitators Plus UK Ltd., Great West Business Centre– Suite 18, Great West House, Great West Road, Brentford, TW8 9DF