

PRIVACY POLICY

NVC Consultants is a trading style of Hardwick Chancery.

Trading address:

NVC Consultants

Unit 6797, 483 Green Lanes, London. NW1 3ER.

Telephone: 020 3137 3879

Email: info@nvccconsultants.co.uk

1. Introduction

This privacy policy explains in detail about the types of personal data we may collect from you when you interact with us. It also explains how we store and handle your data and how we protect it.

We have included considerable information on this privacy policy, as we think it's important that you're fully aware of your rights, and how NVC Consultants use your data. When you are using our website, NVC Consultants is the data controller.

We hope the following sections will pre-empt any questions that you may have. However, if you require any further information, please contact us.

It's likely that we'll occasionally need to update this privacy notice. We'll notify you about any significant changes, but you're welcome to come back and refer to it regularly.

2. Explaining the legal bases that we rely on

The law on data protection sets out several different reasons why a company may collect and process your personal data, including:

Consent

In specific situations, we can collect and process your data with your consent.

For example, when you send us a request using the contact form on our website.

We'll always make it clear to you which personal data we are collecting in relation to a particular service.

Contractual obligations

In certain circumstances, we need your personal data to comply with our contractual obligations.

For example, when you sign our Terms of Engagement and instruct us to act on your behalf.

Legal compliance

We may need to collect and process your data if the law requires us to do so.

For example, forwarding personal data to a regulator or law enforcement body in regards to investigations of fraudulent or criminal activity.

Legitimate interest

In specific situations, we require your data to pursue our legitimate interests in a way which might reasonably be expected and as a part of running our business, NVC Consultants specialise in reviewing Negligible Value Tax Rebates, which is then passed to a specialist third party claims management company, which is a non-regulated claims process. This does not materially impact your rights, freedom or interests.

Although we do not deal with regulated claims, we may pass your data to other claims management firms to review possible routes to claim. They will contact you to advise you of any developments that are likely to benefit you. NVC Consultants receive no remuneration or commissions for referring clients to claims management firms.

3. When do we collect your personal data?

We collect data from publicly available sources, such as Companies House and:

- Whenever you visit our website.
- When you use the contact form on the website.
- When you make an enquiry regarding our services.
- When you instruct us to act on your behalf.
- When you contact us through any means with queries, complaints etc.
- When you choose to complete any surveys that we send to you.
- When you provide a testimonial.
- When you complete any forms.
- When you've given a third-party permission to share information with us that they hold about you.
- When you have given your consent to share information.
- Where the information is made public as a matter of law.

4. What sort of personal data do we collect?

- Details of your name, address, age, contact details.
- Details of your financial history.
- Details of investments, specifically related to your case.
- Details of your interactions with us through telephone, email or in writing.

For example, we retain notes and telephone call recordings from our conversations with you, details of any complaints or comments you make, details of the relevant rebate, web pages you visit and how and when you contact us.

- Copies of documents you provide to prove your age or identity where the law requires this. (Including your passport and driver's licence). This will include details of your full name, address, date of birth and facial image. If you provide a passport, the data will also include your place of birth, gender and nationality.
- Information gathered by the use of cookies in your web browser.
- Bank account details (if you provide them) to process any rebate.

5. How and why we use your personal data

We want to give you the best possible user experience. One way to achieve this is by understanding exactly who you are and combining this with the data we hold about you.

The data privacy law allows this as part of our legitimate interest in understanding our customers and providing you with the highest levels of service.

Of course, if you wish to change how we use your data, you'll find more information in the section below, entitled, what are my rights?

Remember, if you choose not to share your personal data with us, or refuse certain contact permissions, we might not be able to provide you with some of the services that you've asked for.

For example, if you ask us to delete your records prior to us completing any work that you requested we undertake, it may prevent us from reaching a satisfactory outcome. As a result, this will trigger automatic cancellation of the agreement. Please beware that in this instance, cancellation fees will be charged as stated in our Terms of Engagement.

In order for us to represent you to the best of our abilities, we require as much information as possible. This will include collecting all evidential documentation available, along with your own personal statement of events. This information will then be collated and presented to the relevant organisation.

You may specifically ask us to gather supporting evidence available from third parties through a Data Subject Access Request (DSAR). In these circumstances you will need to provide us with specific written consent, and we will need to share proof of your identity with the third party. This is in order for us to complete and process the DSAR on your behalf.

Once your case is concluded, we retain your records for a period of no longer than six years. We do this in case your information is required for any reason.

For example, if new evidence comes to light in support of your case, you may be able to make an appeal.

During the time that we hold your records, we may contact you under a 'legitimate interest' basis if new developments occur that are likely to affect you. Particularly if the information we are providing to you will be of benefit.

We may use areas outside of the European Economic Area to store and process the personal data we collect from you. These processors may work for our suppliers. The transfer of this data may include processing and completing your order on our site, such as utilising your payment information or offering support services.

We take all reasonable steps to ensure your data is secure and in agreement with our privacy policy.

Personal information to third parties may be disclosed if we sell all, or a section, of our business and/or assets to a third party.

6. How we protect your personal data

We know how much data security matters to all our clients. With this in mind, we treat your data with the utmost care and take all appropriate steps to protect it.

7. What are your rights over your personal data?

Here's an overview of your different rights. You have the right to request:

- Access to the personal data we hold about you, free of charge in most cases.
- The correction of your personal data when it's incorrect, out of date or incomplete.
- That we stop using your personal data for direct marketing.
- That we stop any consent-based processing of your personal data after you withdraw that consent.

You can contact us to request to exercise these rights at any time. Our contact details are as follows:

- Telephone: 020 3137 3879
- Email: admin@nvccconsultants.co.uk
- Write to us: Data Protection Office, NVC Consultants, Unit 6797, 483 Green Lanes, London, NW1 3ER.

If we choose not to action your request, we will explain the reasons for our refusal.

Your right to withdraw consent

Whenever you have given us your consent to use your personal data, you have the right to change your mind at any time and withdraw consent. This can be withdrawn by simply contacting us and letting us know.

Where we rely on our legitimate interest

In cases where we are processing your personal data on the basis of our legitimate interests, you can ask us to stop for reasons connected to your individual situation. We will adhere to this unless we believe there is a legitimate overriding reason to continue processing your personal data.

Direct marketing

You have the right to discontinue the use of your personal data for direct marketing activity through all channels, or selected channels. We will always comply with your request.

Checking your identity

To protect the confidentiality of your information, we will ask you to verify your identity before proceeding with any request you make under this privacy notice.

If you have authorised a third party to submit a request on your behalf, we will ask them to prove they have your permission to act.

8. Social Media

If you interact with us via social media platforms such as Facebook or Twitter, we may obtain information about you. The information we receive will depend on the privacy preferences you have set on those types of platforms. Therefore, we recommend that you review and refer to the specific privacy notices relating to those platforms before you use their websites/services.

9. Data Processing in Connection with Google Analytics

This website uses Google Analytics, a web analytics service provided by Google Ireland Limited. If the responsible body for the data processing that occurs via this website has their basis outside of the European Economic area and Switzerland, then the associated Google Analytics data processing is carried out by Google LLC. Google Ireland Limited and Google LLC. will hereinafter be referred to as "Google".

Google Analytics uses "cookies", which are text files saved on the site visitor's computer, to help the website analyse their use of the site. The information generated by the cookie (including the truncated IP address) about the use of the website will normally be transmitted to and stored by Google.

Google Analytics is used exclusively with the extension "_anonymiselp ()" on this website. This extension ensures an anonymization of the IP address by truncation and excludes a direct personal reference. Via this extension Google truncates the site visitor's IP address within member states of the European Union or other parties to the Agreement on the European Economic Area. Only in exceptional situations will the site visitor's full IP address be transmitted to Google servers in the United States and truncated there. The IP address,

that is provided by the site visitor's browser in using Google Analytics will not be merged by Google with other data from Google.

On behalf of the site operator, Google will use the information collected to evaluate the use of the website, to compile reports on website activity and to provide other website and internet related services to the site operator (Art. 6 (1)(f) GDPR). The legitimate interest in data processing lies in the optimisation of this website, the analysis of the use of the website and the adaptation of the content. The interests of the users are adequately protected by the pseudonymisation of their data.

Google LLC. has certified their compliance with the EU-U.S. Privacy Shield Framework and on that basis they provides a guarantee to comply with European data protection law. The data sent and linked to the Google Analytics cookies, e.g. user IDs or advertising IDs will be automatically deleted after 50 months. The deletion of data whose retention period has been reached is done automatically once a month.

The website visitor may refuse the use of cookies by selecting the appropriate settings in their browser. The website visitor can also prevent Google from collecting information (including their IP address) via cookies and processing this information by downloading this browser plugin and installing it: <http://tools.google.com/dlpage/gaoptout>

The website visitor can prevent data collection via Google Analytics on this website by clicking [here](#). An "Opt-out Cookie" shall then be applied which shall prevent any future collection of the site visitors data when visiting this website.

Further information concerning data processing and use by Google, the settings and deactivation possibilities can be found in the Google Privacy Policy (<https://policies.google.com/privacy>) as well as in the Google Ads Settings (<https://adssettings.google.com/authenticated>).

10. reCAPTCHA

We use the reCAPTCHA service provided by Google Inc. (Google) to protect your submissions via internet submission forms on this site. This plugin checks if you are a person in order to prevent certain website functions from being (ab)used by spam bots (particularly comments).

This plugin query includes the sending of the IP address and possibly other data required by Google for the Google reCAPTCHA service. For this purpose, your input will be communicated to and used by Google.

However, your IP address is previously truncated by Google within member states of the European Union or in other states which are party to the agreement on the European Economic Area and is, as such, anonymized.

Only in exceptional cases is a full IP address transmitted to a Google server in the United States and truncated there. On behalf of the operator of this website, Google will use this information to evaluate your use of this service.

The IP address provided by reCaptcha from your browser shall not be merged with any other data from Google.

This data collection is subject to the data protection regulations of Google (Google Inc.). For more information about Google's privacy policy, please visit: <https://policies.google.com/privacy?hl=en>

By using the reCAPTCHA service, you consent to the processing of data about you by Google in the manner and for the purposes set out above.

Any questions?

We hope this privacy notice has been helpful in setting out the way we handle your personal data and your rights to control it.

If you have any questions please contact our Data Protection Officer. The contact options are detailed below:

- Telephone: 020 3137 3879
- Email: admin@nvccconsultants.co.uk
- Write to us: Data Protection Office, NVC Consultants, Unit 6797, 483 Green Lanes, London, NW1 3ER

In the unlikely event that your query is not resolved satisfactorily, you have the right to lodge a complaint with the Information Commissioners Office telephone: 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England, UK

We are registered with the Information Commissioners (ICO) and our registration number is: ZA491508.