

CLICK4GROUP GDPR Privacy Policy

Who We Are (The Company)

Click4Group.co.uk, Click4Warranty.co.uk and Click4Gap.co.uk are all trading styles of Future 45 Limited (The Company)

ADDRESS Trident Court, 1 Oakcroft Road, Surrey, KT9 1BD
COMPANY REGISTRATION No 5407413
DATA PROTECTION REGISTER No Z933878X
FINANCIAL CONDUCT AUTHORITY (FCA) No. 461102
0208 819 3424
email@click4group.co.uk

This privacy notice is to let you know how The Click4Group look after your personal information. This includes what you tell us about yourself, what we learn by having you as a customer, and the choices you give us about what marketing you want us to send you. This notice explains how we do this and tells you about your privacy rights and how the law protects you.

We are committed to protecting your privacy and maintaining the security of any personal information received from you. We strictly adhere to the requirements of the GDPR legislation in the UK.

How the law protects you

As well as our Privacy Promise, your privacy is protected by law. This section explains how that works.

Data Protection law says that we are allowed to use personal information only if we have a proper reason to do so. The law says we must have one or more of these reasons:

- To fulfil a contract we have with you, or
- When it is our legal duty, or
- When it is in our legitimate interest, or
- When you consent to it.

A legitimate interest is when we have a business or commercial reason to use your information. But even then, it must not unfairly go against what is right and best for you. If we rely on our legitimate interest, we will tell you what that is.

Here is a list of all the ways that we may use your personal information, and which of the reasons we rely on to do so. This is also where we tell you what our legitimate interests are.

WHAT WE USE YOUR PERSONAL INFORMATION FOR	OUR REASONS	OUR LEGITIMATE INTERESTS
<p>To manage our relationship with you</p> <p>To develop new ways to meet our customers' needs and to grow our business.</p> <p>To develop and carry out marketing activities.</p> <p>To provide assistance about our products and services.</p>	<p>Your consent.</p> <p>Fulfilling contracts.</p> <p>Our legitimate interests.</p> <p>Our legal duty.</p>	<p>Keeping our records up to date, working out which of our products and services may interest you and telling you about them.</p> <p>Developing products and services, and what we charge for them.</p> <p>Seeking your consent when we need it to contact you.</p> <p>Being efficient about how we fulfil our legal duties.</p>
<p>To develop and manage our brands, products and services.</p> <p>To manage how we work with other companies that provide services to us and our customers.</p>	<p>Fulfilling contracts.</p> <p>Our legitimate interests.</p> <p>Our legal duty.</p>	<p>Developing products and services, and what we charge for them.</p> <p>Being efficient about how we fulfil our legal and contractual duties.</p>
<p>To deliver of our products and services.</p> <p>To manage customer payments.</p> <p>To collect and recover money that is owed to us.</p>	<p>Fulfilling contracts.</p> <p>Our legitimate interests.</p> <p>Our legal duty.</p>	<p>Being efficient about how we fulfil our legal and contractual duties.</p> <p>Complying with regulations that apply to us.</p>
<p>To obey laws and regulations that apply to us.</p> <p>To respond to complaints and seek to resolve them.</p>	<p>Fulfilling contracts.</p> <p>Our legitimate interests.</p> <p>Our legal duty.</p>	<p>Complying with regulations that apply to us.</p> <p>Being efficient about how we fulfil our legal and contractual duties.</p>
<p>To run our business in an efficient and proper way. This includes managing our financial position, business capability, planning, communications, corporate governance, and audit.</p>	<p>Our legitimate interests.</p> <p>Our legal duty.</p>	<p>Complying with regulations that apply to us.</p> <p>Being efficient about how we fulfil our legal and contractual duties.</p>
<p>To exercise our rights set out in agreements or contracts.</p>	<p>Fulfilling contracts.</p>	

We will not share your information for marketing purposes with any third-party companies.

Information we need

We only need the most basic personal information, which is directly provided by you and does not include any special types of information. We never collect personal information about you from any other companies.

This allows us to identify your quotation.

name
e-mail
telephone

This allows us to issue a policy

your address
vehicle details

You have the option to withhold personal information that is not required for the order process.

How long we hold personal information

We will keep your personal information for as long as you are a customer of the Click4Group. After you stop being a customer, we may keep your data securely stored for one of these reasons:

- To respond to any questions or complaints.
- To show that we treated you fairly.
- To maintain records according to rules that apply to us.

Your information we use for marketing purposes will be kept with us until you notify us that you no longer wish to receive this information. More information on our retention schedule can be found on our web sites.

In all cases we will make sure that your privacy is protected.

Letting us know if your information is incorrect

You have the right to question any information we have about you that you think is wrong or incomplete. Please contact our Data Protection officer by telephone, email or post if you want to do this. If you do, we will take reasonable steps to check its accuracy and correct it. All contact details are available at the top of this document.

How to get a copy of your personal information

If you would like a copy of the personal information we hold, please write to us for the attention of the DSAR Unit.

Keeping you informed about products and services

PECR are the Privacy and Electronic Communications Regulations. Their full title is The Privacy and Electronic Communications (EC Directive) Regulations 2003.

Click4Group will only contact you through the post, by email or telephone. These are the types of communication you can expect to receive from the Click4Group.

- Email Receipts When you place an order, you will receive an email receipt for your purchase.
- System Alerts..... All registered, active (non-dormant), Click4Group user accounts may receive mandatory "System Alert" messages which usually consist of: planned outages, system improvements (that may directly affect your account), version updates, point releases, abuse warnings, and important customer service information. Our "System Alert" messages are brief and non-promotional in nature. We promise to keep them as boring as possible.
- Automated response..... When you initially submit your email address, our system will automatically send you a brief welcome email.
- Email..... In response to a direct request or from time to time we would like to tell you about our policies, services and great offers. You will have the choice to opt in or opt out of receiving such communications by indicating your choice at the quote stage. You will also be given the opportunity on every e-communication that we send you to indicate that you no longer wish to receive them.
- Telephone In response to a direct request or from time to time we would like to tell you about our policies, services and great offers. Again, you will have the choice to opt in or opt out of receiving such communications by indicating your choice at the quote stage and have the opportunity, at any time, to indicate you do not wish to be contacted by telephone.

If you want us to stop using your information

You have the right to object to our use of your personal information, or to ask us to delete, remove, or stop using your personal information if there is no need for us to keep it. This is known as the 'right to object' and 'right to erasure', or the 'right to be forgotten'.

There may be legal or other official reasons why we need to keep or use your data. But please tell us if you think that we should not be using it.

We may sometimes be able to restrict the use of your data. This means that it can only be used for certain things, such as legal claims or to exercise legal rights. In this situation, we would not use or share your information in other ways while it is restricted.

You can ask us to restrict the use of your personal information if:

It is not accurate.

It has been used unlawfully but you don't want us to delete it.

It not relevant any more, but you want us to keep it for use in legal claims.

You have already asked us to stop using your data, but you are waiting for us to tell you if we are allowed to keep on using it.

If you want to object to how we use your data or ask us to delete or restrict how we use it, please let us know by contacting the DSAR Unit by telephone, email or post.

How to withdraw your consent

You can withdraw your consent at any time by contacting our Data Protection officer by telephone, email or post. All contact details are available at the top of this document.

If you withdraw your consent, we may not be able to provide certain products or services to you. If this is so, we will tell you.

How to complain

If you are unhappy with how we have used your personal information, contact us in writing or by email for the attention of our Data Protection Officer who will investigate the matter. All contact details are available at the top of this document.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law, you can complain to the Information Commissioner's Office (ICO). Find out on their website how to report a concern.

Future formats for sharing data

The Data Privacy laws change 25 May 2018. From that date you will have the right to get your personal information from us in a format that can be easily re-used.

You can also ask us to pass on your personal information in this format to other organisations.

Cookies

We use a technology called "cookies" as part of a normal business procedure to track patterns of behaviour of visitors to our site. A cookie is an element of data that our Website sends to your browser which is then stored on your system. You can set your browser to prevent this happening. Any information collected in this way can be used to identify you unless you change your browser settings.

To find out more about how we use cookies please see our cookie policy.

More Information

If you're looking for more information, please let us know by contacting our Data Protection officer by telephone, email or post. All contact details are available at the top of this document.