

IPFGB Data Privacy Policy

1. This Policy explains how we collect, use and disclose information about you the Client. By using your information, we can provide the service you have asked for. The use of your information helps us understand what your interests in the investigative sector are and provide personalised information that may meet your interests.
2. **Your Consent;**
 - 2.1. By contacting us as a Client you consent to the use of your personal information in accordance with this Policy. This includes any sensitive personal information that you may provide, such as details of any medical conditions, sexuality, political affiliation or leaning, union membership etc that you may mention in a post or in an email to us in relation to a request for assistance.

You may withdraw such consent at any time by email to: info@ipfgb.co.uk.

3. **Who we are;**
 - 3.1. We are a brand protection and commercial fraud investigation company registered as a Limited Company in the UK, Company number 6388917. We have many years of experience. Working either directly to companies or via their lawyers we provide a one-stop shop to gather evidence for presentation, if necessary, to civil courts or law enforcement. In the course of our investigations and enquiries we receive and obtain large quantities of data. This includes personal information. We ensure that we deal with this information securely, fairly, lawfully, correctly and properly in order to maintain our integrity and confidence of our clients. We are fully compliant with the General Data Protection Regulation which came into force on 25-May-18 and succeeds the Data Protection Act of 1998.
4. **Collection of information;**
 - 4.1. We collect information about you when you provide it to us. For example, when you contact us about our services by email, telephone, in person or on paper. We may record telephone conversations for quality, training and management purposes.
5. **From Devices;**
 - 5.1. We also collect information from you via the device you may be using to interact with us. We do not use cookies and so do not place them on your computer or other device.
6. **Public Information and posts;**
 - 6.1. Any information about yourself or others that you submit on social media sites, including chat rooms, blogs and forums, will be viewed by other people. As such, this personal data may be viewed, collected and used by third parties, including search engines, over which we have no control. We are not responsible for either the information you submit/post or otherwise make available in such public areas or any use that may be made of such information by any third party.
7. **Other Sources:**
 - 7.1. We may also obtain information about you from other companies that have your permission to share information about you, as well as from other online and

offline sources. We may combine this information with information we collect directly or indirectly from you.

8. Information about other people;

8.1. In the absence of a legitimate interest, by giving us information about another person, you confirm that they have appointed you to act for them, for you to provide us with their information, including sensitive personal data, and to the transfer of their information abroad and to receive on their behalf any data protection notices. Alternatively, information coming to our notice regarding subjects of our enquiries are sometimes necessarily not by consent. We ensure that this information is gathered fairly, lawfully, correctly and properly and retain this information about that subject securely.

9. How we use and share your information:

10. Deliver Services;

10.1. We will use your information to provide you with the services or assistance you require and which allows you to interact with us.

11. Sharing with third parties;

11.1. We will only disclose your information to third parties when we have your permission to do so.

12. Disclosures required by law;

12.1. Your personal information will be disclosed where we are obliged by law to do so. We may also disclose your personal information where we are allowed by law to protect our rights or the rights of others and for the detection and prevention of crimes, such as fraud.

13. Acceptable use of services;

13.1. If you post or send offensive or objectionable content anywhere on or to our website or engage in disruptive behaviour on our website, we may use the information that is available to us about you to stop such behaviour. This may involve informing relevant third parties such as your employer, business associates, trade bodies and law enforcement agencies about the content and your behaviour.

14. Sale of our business;

14.1. If we sell part or all of our business, client information may be one of the transferred assets. If this happens, your information may be disclosed to any successors of our business for them to use for the purposes set out in this policy.

15. Payment and credit checks;

15.1. Client information will be used to take payment for services and may be used to verify credit details related to the payment. Permission to do so is implicit in providing financial details to process payment. Direct debit or PayPal information may be retained for ease of renewal of services.

15.2. In order to help us to make credit decisions about you, prevent fraud, check your identity and prevent money laundering, we may search the files of credit reference agencies who may record any credit searches on your file.

16. Requesting copies of your personal information;

16.1. You may request a copy of your personal information from IPFGB, which we may hold about you without charge. You can also ask us to correct any inaccuracies in your personal information (which is also free).

17. Retention of personal information;

17.1. We will retain your information for as long as necessary for the uses set out in this Policy. Personal information that is not or no longer pertinent will be retained for no longer than six years. If you ask us to delete your information before that time, we may not be able to do so, due to technical, legal, regulatory and contractual constraints but we will endeavour to meet your request.

25-May-18