

Privacy policy

Last updated: 23 February 2018

Wandee's, whose principal place of business is Unit 1, St. Johns Centre, Botley Road, Southampton, Hampshire, SO52 9SW, knows that you care how information about you is used and shared and we appreciate your trust in us to do that carefully and sensibly. This notice describes our privacy policy and forms part of our website terms and conditions ('Website Terms').

By accepting our Website Terms or by visiting www.wandees.co.uk ('the Website') you are accepting and consenting to the practices described in this Privacy Policy.

The Website is brought to you by Wandee's. Wandee's believes it is important to protect your Personal Data (as defined in the Data Protection Act 1998) and we are committed to giving you a ~~personalised~~ service that meets your needs in a way that also protects your privacy. This policy explains how we may collect Personal Data about you. It also explains some of the security measures we take to protect your Personal Data and tells you certain things we will do and not do. You should read this policy in conjunction with the Website Terms.

When we ~~first~~ obtain Personal Data from you, or when you take a new service from us, we ~~may~~ will only use this information to respond to you regarding a service.

Some of the Personal Data we hold about you may be 'sensitive personal data' within the meaning of the Data Protection Act 1998, for example, information about your health.

1 Collecting Information

We may collect your Personal Data:

- 1.1 When you agree to take a service from us, in which case this may include your contact details, date of birth, how you will pay for the product or service and your bank details, or
- 1.2 When you contact us with an enquiry, or in response to a communication from us, inform us about how you use our services.

2 Using Your Personal Information

- 2.1 Personal Data about our customers is an important part of our business and we shall only use your Personal Data for the following purposes and shall not keep such Personal Data longer than is necessary to fulfil these purposes:
 - 2.1.1 To help us to identify you when you contact us.
 - 2.1.2 To help us to identify accounts, services which you could have from us or selected partners from time to time.
 - 2.1.3 To help us to administer and to contact you about improved administration of any accounts, services we have provided before, do provide now or will or may provide in the future.
 - 2.1.4 To allow us to carry out marketing analysis and customer profiling (including with transactional information), conduct research, including creating statistical and testing information.
 - 2.1.5 To help to prevent and detect fraud or loss.
 - 2.1.6 To allow us to contact you (including mail, email, telephone, text or multimedia messages) about services offered by us and selected partners where you have expressly consented to us doing so.
 - 2.1.7 We may monitor and record communications with you (including phone conversations and emails) for quality assurance, training and compliance.
 - 2.1.8 We may check your details with fraud prevention agencies. If you provide false or inaccurate information and we suspect fraud, we will record this.

- 2.2 We will not disclose your Personal Data to any third party except in accordance with this Privacy Policy.
- 2.3 We may allow other people and organisations to use Personal Data we hold about you in the following circumstances:
 - 2.3.1 If our business is acquired or is in the process of being acquired by a third party, relevant Personal Data held by us about our customers will be one of the transferred assets.
 - 2.3.2 If we are obliged to provide information for legal or regulatory purposes or as part of legal proceedings or prospective legal proceedings.
 - 2.3.3 We employ individuals to perform functions on our behalf and we may disclose your relevant Personal Data to these parties for the purposes set out in clause 2.1. Those parties are bound by strict contractual provisions with us and only have access to the relevant Personal Data needed to perform their functions and may not use it for other purposes. We will take all steps reasonably necessary to ensure that your Personal Data is treated securely and in accordance with this Privacy Policy and the Data Protection Act 1998.
- 2.4 Where you give us Personal Data on behalf of someone else, you confirm that you have provided them with the information set out in this Privacy Policy and that they have consented to such use of their Personal Data.
- 2.5 In connection with any transaction which we enter into with you:
 - 2.5.1 We may carry out with one or more licensed credit reference and fraud prevention agencies:
 - 2.5.1.1 credit checks where you have given us your express consent, and
 - 2.5.1.2 fraud prevention checks.

We and they may keep a record of the search. Information held about you by these agencies may be linked to records relating to other people living at the same address with whom you are financially linked. These records will also be taken into account in credit and fraud prevention checks. Information from your application and payment details of your account will be recorded with one or more of these agencies and may be shared with other organisations to help make credit and insurance decisions about you and members of your household with whom you are financially linked and for debt collection and fraud prevention. This includes those who have changed address and/or have missed payments.

- 2.5.2 If you provide false or inaccurate information to us and we suspect fraud, we will record this and may share it with other people and organisations. We, and other credit and insurance organisations, may also use technology to detect and prevent fraud.
- 2.5.3 If you need details of those credit agencies and fraud prevention agencies from which we obtain and with which we record information about you, please write to our Data Protection Manager at Wandee's, Unit 1, St. Johns Centre, Botley Road, Southampton, Hampshire, SO52 9SW.

3 Protecting Information

We have strict security measures to protect Personal Data.

- 3.1 We work to protect the security of your information during transmission by using Secure Sockets Layer (SSL) software, which encrypts information you input.
- 3.2 We maintain physical, electronic and procedural safeguards in connection with the collection, storage and disclosure of personally identifiable customer information. Our security procedures mean that we may occasionally request proof of identity before we disclose personal information to you.
- 3.3 It is important for you to protect against unauthorised access to your password and to your computer. Be sure to sign off when you finish using a shared computer.

4 The internet

- 4.1 Please remember that communications over the internet, such as emails and webmails (messages sent through a website), are not secure unless they have been encrypted. Your communications may go through a number of countries before they are delivered - this is the nature of the internet.

We cannot accept responsibility for any unauthorised access or loss of Personal Data that is beyond our control.

5 Links

- 5.1 The Website may include links to other websites. We do not provide any personally identifiable customer Personal Data to these third-party websites.
- 5.2 These third-party websites sometimes use technology to send (or 'serve') the advertisements that appear on the Website directly to your browser. We do not have access to or control over cookies or other features that they may use, and the information practices of these advertisers and third-party websites are not covered by this Privacy Policy. Please contact them directly for more information about their privacy practices. In addition, the Network Advertising Initiative offers useful information about internet advertising companies (also called 'ad networks' or 'network advertisers'), including information about how to opt-out of their information collection.

6 Further Information

- 6.1 If you would like any more information or you have any comments about our Privacy Policy, please either write to us at Data Protection Manager, Wandee's, Unit 1, St. Johns Centre, Botley Road, Southampton, Hampshire, SO52 9SW, or email us at [info] @ [wandeeco.uk].
- ~~6.2~~ We may amend this Privacy Policy from time to time without notice to you, in which case, we will publish the amended version on the Website. We shall not be liable to you or any third party for any change to this Privacy Policy from time to time.
- 6.3 You can ask us for a copy of this Privacy Policy and of any amended Privacy Policy by writing to the above address or by emailing us at [info] @ [wandeeco.uk]. This Privacy Policy applies to Personal Data we hold about individuals. It does not apply to information we hold about companies and other organisations.
- ~~6.4~~ If you would like access to the Personal Data that we hold about you, you can do this by emailing us at [info] @ [wandeeco.uk] or writing to us at the address noted above.
- 6.5 We aim to keep the Personal Data we hold about you accurate and up to date. If you tell us that we are holding any inaccurate Personal Data about you, we will delete it or correct it promptly. Please email us at [info] @ [wandeeco.uk] or write to us at the address above to update your Personal Data.