

Our Privacy Policy

Our Privacy Policy (Public Access Website)

1. Introduction

1.1 Licence Check Limited (“LC”) are committed to safeguarding the privacy of our website visitors; this policy sets out how we will treat your personal information.

1.2 By using our website and agreeing to this policy, you consent to our use of cookies in accordance with the terms of this policy.

2. Collecting personal information

2.1 We may collect, store and use the following kinds of personal information:

(a) Information about your computer and about your visits to and use of this website (including your IP address, geographical location, browser type and version, operating system, referral source, length of visit, page views and website navigation paths);

(b) Information that you provide to us when requesting a Quick Quote through our website (including your name, email address, company name (if provided) and contact telephone number);

(c) Information that you provide to us for the purpose of subscribing to our email notifications and/or newsletters (including your name and email address);

(d) Information that you post to our website for publication on the internet (including your user name, your profile pictures and the content of your posts);

(e) Information contained in or relating to any communications that you send to us or send through our website (including the communication content and meta data associated with the communication);

(f) Any other personal information that you choose to send to us.

2.2 Before you disclose personal information relating to or belonging to another person, you must obtain that person's consent to both the disclosure and the processing of that personal information in accordance with the terms of this policy.

3. Using your personal information

3.1 Personal information submitted to us through our website will be used for the purposes specified in this policy or on the relevant pages of the website.

3.2 We may use your personal information to:

- (a) Administer our website and business;
- (b) Personalise our website for you;
- (c) Enable your use of the services available on our website;
- (d) Send you information or prices requested through our website;
- (e) Send you non-marketing commercial communications;
- (f) Send you email notifications that you have specifically requested;
- (g) Send you our email newsletter, if you have requested it (you can inform us at any time if you no longer require the newsletter);
- (h) Send you marketing communications relating to our business which we think may be of interest to you, by post or, where you have specifically agreed to this, by email or similar technology (you can inform us at any time if you no longer require marketing communications);
- (i) Provide third parties with statistical information about our users (but those third parties will not be able to identify any individual user from that information) for the purposes of analysing the efficacy of the website and/or improving user experience;
- (l) Deal with enquiries and complaints relating to our website;
- (m) Keep our website secure and prevent fraud;
- (n) Verify compliance with the terms and conditions governing the use of our website (including monitoring private messages sent through our website private messaging service); and

3.3 If you submit or permit personal information for publication on our website, we will publish and otherwise use that information in accordance with the licence you grant to us.

4. Disclosing personal information

4.1 We may disclose your personal information to any of our employees, officers, insurers, professional advisers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes set out in this policy.

4.2 We may disclose your personal information to any member of our group of companies (this means our subsidiaries, our ultimate holding company and all its subsidiaries) insofar as reasonably necessary for the purposes set out in this policy.

4.3 We may disclose your personal information:

- (a) To the extent that we are required to do so by law;

(b) In connection with any ongoing or prospective legal proceedings;

(c) In order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk);

(d) To the purchaser (or prospective purchaser) of any business or asset that we are (or are contemplating) selling; and

(e) To any person who we reasonably believe may apply to a court or other competent authority for disclosure of that personal information where, in our reasonable opinion, such court or authority would be reasonably likely to order disclosure of that personal information.

4.4 Except as provided in this policy, we will not provide your personal information to third parties.

5. International data transfers

5.1 Information that we collect may be stored and processed in and transferred between any of the countries in which we operate in order to enable us to use the information in accordance with this policy.

5.2 Information that we collect will not be transferred outside the European Economic Area without ensuring that the personal information is protected to an equivalent standard.

5.3 Personal information that you publish on our website or submit for publication on our website may be available, via the internet, around the world. We cannot prevent the access to and use or misuse of such information by others.

5.4 You expressly agree to the transfers of personal information described in this Section 5.

6. Retaining personal information

6.1 This Section 6 sets out our data retention policies and procedure, which are designed to help ensure that we comply with our legal obligations in relation to the retention and deletion of personal information.

6.2 Personal information that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.

6.3 Notwithstanding the other provisions of this Section 6, we will retain documents (including electronic documents) containing personal data:

(a) to the extent that we are required to do so by law;

(b) if we believe that the documents may be relevant to any ongoing or prospective legal proceedings; and

(c) in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk).

7. Security of your personal information

7.1 We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

7.2 We will store all the personal information you provide on our secure (password and firewall protected) servers.

7.3 You acknowledge that the transmission of information over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet.

8. Amendments

8.1 We may update this policy from time to time by publishing a new version on our website.

8.2 You should check this page occasionally to ensure you are happy with any changes to this policy.

9. Your rights

9.1 You may instruct us to provide you with any personal information we hold about you; provision of such information will be subject to:

(a) the payment of a fee (currently fixed at GBP 10); and

(b) the supply of appropriate evidence of your identity.

9.2 We may withhold personal information that you request to the extent permitted by law.

9.3 You may instruct us at any time not to process your personal information for marketing purposes.

9.4 In practice, you will usually either expressly agree in advance to our use of your personal information for marketing purposes, or we will provide you with an opportunity to opt out of the use of your personal information for marketing purposes.

10. Third party websites

10.1 Our website includes hyperlinks to, and details of, third party websites.

10.2 We have no control over, and are not responsible for, the privacy policies and practices of third parties.

11. Updating information

11.1 Please let us know if the personal information that we hold about you needs to be corrected or updated.

12. Cookies

12.1 Our website uses cookies.

12.2 A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.

12.3 Cookies may be either "persistent" cookies or "session" cookies: a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before the expiry date; a session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.

12.4 Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from cookies.

12.5 We use only session cookies on our website.

12.6 The names of the cookies that we use on our website, and the purposes for which they are used, are set out below:

(a) we use cookies in connection with Google Analytics on our website to track users as they navigate the website/ analyse the use of the website / administer the website / prevent fraud and improve the security of the website.

12.7 Most browsers allow you to refuse to accept cookies; for example:

- (a) in Internet Explorer (version 11) you can block cookies using the cookie handling override settings available by clicking "Tools", "Internet Options", "Privacy" and then "Advanced";
- (b) in Firefox (version 53) you can block all cookies by clicking "Open Menu", "Options", "Privacy", selecting "Use custom settings for history" from the drop-down menu, and unticking "Accept cookies from sites"; and
- (c) in Chrome (version 58), you can block all cookies by opening the browser and accessing the "More" menu. From here clicking "Settings", and near the bottom of the page "Show advanced settings". In the Privacy section select "Content Settings", and then selecting "Block sites from setting any data". To complete click on "Done".
- (d) in Microsoft Edge from the "More" menu choose "Settings" and then "View Advanced Settings". Scroll down to the "Cookies" menu and select the "Block All Cookies" option from the drop-down menu.

12.8 Blocking all cookies may have a negative impact upon the usability of other websites.

12.9 You can delete cookies already stored on your computer; for example:

- a) in Internet Explorer (version 11), you must manually delete cookie files. Select "Tools", "Internet Options" and from the General Menu "Browsing History". Click on the "Delete" button.
- (b) in Firefox (version 53), you can delete cookies by clicking "Open Menu", "Options" and "Privacy", then selecting "History", and then selecting the time range and then ticking the items to remove (cookies). To complete click on "Clear Now"; and
- (c) in Chrome (version 58), you can delete all cookies by opening the browser and clicking "More" on the toolbar. Then click "More Tools" and "Clear Browsing Data". Then select the checkbox for "Cookies and other site and plug-in data" before selecting the time period ("beginning of time" deletes everything). Then click on "Clear Browsing Data".
- (d) in Microsoft Edge, from the "More" menu choose "Settings" and then under Clear Browsing Data click "Choose What to Clear". Tick/untick the options and then "Clear".

13. Data protection registration

13.1 We are registered as a data controller with the UK [Information Commissioner's Office](#).

13.2 Our data protection registration number is Z1734781

14. Our details

14.1 This website is owned and operated by Licence Check Limited.

14.2 We are registered in England and Wales under registration number 06725900, and our registered office is: Century House, St James Court, Friar Gate, Derby, DE1 1BT.

14.4 You can contact us by writing to the business address given above, by using our website contact form, by email to support@licencecheck.co.uk or by telephone on 0330 660 7101.