



CWA Website Terms of Use and Privacy Notice

(March 2019)



Terms of use

Who we are and how to contact us

www.cwa.co.uk (our "site") is a site operated by Chris Whitmore Associates Limited ("We"). We are registered in England and Wales under company number 01216527 and have our registered office and main trading address at Ashleigh Road, Glenfield, Leicester, Leicestershire, LE3 8DA. Our VAT number is GB 115 7787 48.

To contact us, please email **hello@cwa.co.uk** or telephone our customer service line on **+44(0) 116 232 7400**.

We may make changes to our site

We amend our site (including these terms) from time to time. Every time you wish to use our site, please check these terms to ensure you understand the terms that apply at that time.

We may suspend or withdraw our site

We do not guarantee that our site, or any content on it, will always be available or be uninterrupted. We may suspend or withdraw or restrict the availability of all or any part of our site for business and operational reasons.

How you may use material on our site

We are the owner or the licensee of all intellectual property rights in our site, and in the material published on it. Those works are protected by copyright laws and treaties around the world. All such rights are reserved.

You must not modify the paper or digital copies of any materials you have printed off or downloaded in any way, and you must not use any illustrations, photographs, video or audio sequences or any graphics separately from any accompanying text.

Our status (and that of any identified contributors) as the authors of content on our site must always be acknowledged.

You must not use any part of the content on our site for commercial purposes without obtaining a licence to do so from us or our licensors.

Do not rely on information on this site

The content on our site is provided for general information only. It is not intended to amount to advice on which you should rely. You must obtain professional or specialist advice before taking, or refraining from, any action on the basis of the content on our site. Although we make reasonable efforts to update the information on our site, we make no representations, warranties or guarantees, whether express or implied, that the content on our site is accurate, complete or up to date.

We are not responsible for websites we link to

Where our site contains links to other sites and resources provided by third parties, these links are provided for your information only. Such links should not be interpreted as approval by us of those linked websites or information you may obtain from them. We have no control over the contents of those sites or resources.



Privacy Notice

How we collect information about you: We may collect and process the following information about you that:

- information that you provide by filling in the “contact us” or similar forms on the site;
- is otherwise captured in, or submitted through, the site; and
- you give us by corresponding with us by phone, email or otherwise.

Use and disclosure of your information: Your information will be used for the purpose(s) it was collected for (or another closely related purpose, such as keeping records). We will never sell or trade this contact information for marketing purposes. In particular, you acknowledge that it is in our legitimate interests to use and disclose your information:

- for the purpose of responding to your query and for any other purposes described or implicit from the context of that information;
- for site administration and to analyse browsing actions and trends;
- to our own internal service providers (such as our IT support team);
- with any member of our corporate group of companies;
- to anyone who acquires CWA or substantially all of its assets;
- where we are required to by any legal obligation to enforce this statement; and
- to protect the rights, property or safety of CWA, our customers, or other third parties.

Where we store your information: The information CWA collect may be transferred to, processed, and stored at, a destination outside the European Economic Area. In the event of such a transfer we will take all steps reasonably necessary to ensure that your information is treated securely and in accordance with both this Policy and our obligations under UK data protection law.

Storing your information: We will store your information for as long as we believe it is reasonably necessary to do so for the purposes for which it was collected.

We employ a variety of measures to keep your personal information safe and secure. We control who has access to it using both physical and electronic means. Our staff receive data protection training and we have a set of detailed data protection procedures which personnel are required to follow when handling personal information.

Your rights: You have the following rights in respect of your personal data: (a) the right to confirmation as to whether or not we have your information and, if we do, to obtain a copy of the personal data; (b) the right to have certain information provided to you in a portable electronic format, or transmitted to another data controller, where technically feasible; (c) the right to have inaccurate data rectified; (d) the right to object to your data being used for marketing or profiling; (e) the right to restrict how your personal information is used; and (f) the right to be forgotten, which allows you to have your data erased in certain circumstances.

Please be aware that there are exceptions to the rights above and, though we will always try to respond to your satisfaction, there may be situations where we are unable to do so.

Contact information: If you have any questions regarding this Policy, or would like to talk to us about any personal information which we hold about you, please contact us at ISMS@cwa.co.uk. If you have any complaints and do not wish to speak to us first you can contact the UK Information Commissioner's Office, which oversees data protection compliance in the UK at www.ico.org.uk.