



Privacy Notice

At Belmark and Nightingale we take your privacy very seriously and we are committing to protecting your personal data.

This privacy policy will explain when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we protect your privacy and keep your data safe and secure.

We keep our privacy policy under regular review. This privacy policy was last updated on 2nd January 2020.

Our contact details

Name: Belmark and Nightingale Limited
Address: Unit 9 Glenmore Business Park, Langford Locks, Kidlington, OX5 1GL
Phone Number: 01865 841822
E-mail: info@belmarknightingale.co.uk

What type of information we have

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics. This includes, but is not limited to name, address, email address, telephone numbers.
- Financial information including bank account details.
- Usage data includes information about how you use our website and services.
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How we get the information and why we do we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Upon contacting us to request a quotation for providing our services.
- When you voluntarily provide feedback on any of our message boards or via email.
- When you use or view our website via your browser's cookies.



We also receive personal information indirectly, from the following sources in the following scenarios:

- When we have been recommended by a third-party company and you have asked them to forward on your personal details so we can contact you directly.

Where we obtain personal information from other sources, it is their responsibility to make sure they explain that they will be sharing personal data with us and, where necessary, ask permission before sharing the information with us.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- (a) You consent. You are able to remove your consent at any time. You can do this by contacting us:
By post: Unit 9 Glenmore Business Park, Langford Locks, Kidlington, OX5 1GL
By phone: 01865 841822
By e-mail: info@belmarknightingale.co.uk
- (b) We have a contractual obligation.
- (c) We have a legal obligation.
- (d) We have a vital interest.
- (e) We need it to perform a public task.
- (f) We have a legitimate interest.

What we do with the information

We use the information that you have given us in order to:

- Provide you with our services.
- Process your order and manage your account.
- Handle financial payments.
- Manage our relationship with you thorough the project.
- Notify you about any changes to our service.
- Provide customer support.
- Email you with special offers on other products and services we think you might like.
- To use data analytics to improve our website, services, marketing, customer relationships and experiences.

In order to carry out the services requested we may need to share information with a third-party professional, contractors and subcontractors. However, we will only do this where it is permitted by law.

How we store your information

Your personal information is securely stored at Unit 9 Glenmore Business Park, Langford Locks, Kidlington, OX5 1GL and will not be sold or traded to another organisation or company.

We will keep your personal data only for as long as is necessary for the purposes set out in this Privacy Policy. We will then permanently delete your personal data from our database and dispose of any associated paper files in a secure and professional manner.

Your data protection rights

Under data protection law, you have rights including:

Your right of access

You have the right to ask us for copies of your personal information.

Your right to rectification

You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure

You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing

You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to object to processing

You have the the right to object to the processing of your personal data in certain circumstances.

Your right to data portability

You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact our Data Protection Officer Jason Tyrrell at jason@belmarknightingale.co.uk

Call us at: 01865 841822



Or write to us: Belmark and Nightingale Limited, Unit 9 Glenmore Business Park, Langford Locks, Kidlington, OX5 1GL

How to complain

You can also complain to the Information Commissioner's Office (ICO) if you are unhappy with how we have used your data.

The ICO's address:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113



Google Analytics

When you visit our website, we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behavior patterns. We do this to find out such things as the number of visitors to the various parts of the site. It helps us to improve our site and target any marketing. This information is only processed in a way that does not directly identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

For more information on the privacy practices of Google, please visit the Google Privacy & Terms web page: <http://www.google.com/intl/en/policies/privacy/>. You can opt out of Google Analytics without affecting your use of this website. For more information on opting out visit this Google page: <http://tools.google.com/dlpage/gaoptout>

Cookies Policy

Cookies are small data files that are placed on your computer or other devices (such as smart phones or tablets) to collect standard internet log information and visitor behavioral information. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site.

How do we use cookies?

Our Company uses cookies in a range of ways to improve your experience on our website, including:

- Understanding how you use our website
- Improve the quality of our services and develop new ones
- Improve security by protecting against fraud and abuse

How to manage cookies

You can change your cookie preferences at any time by through the browser settings. To find out more about cookies, including how to see what cookies have been set, visit www.aboutcookies.org or www.allaboutcookies.org.