

## **OUR PRIVACY STATEMENT - ULTRA QUEST LTD**

Ultra Quest Ltd is committed to protecting the privacy of our website visitors and guests. Our privacy statement explains how Ultra Quest Ltd collects, uses, and holds information we receive from individuals and groups.

### **OUR DETAILS**

Ultra Quest Ltd registered company number: 16303141

### **HOW AND WHAT WE COLLECT**

#### **Website**

You may visit our website without giving any personal information, however if you enquire through the website we will ask for your name, email address and phone number so we can contact you. We display links to other websites of interest; the individual should be aware that at the point of leaving our site we do not have control over this.

We may collect the following anonymous information about your visit:

- The server name and IP address through which you access the internet
- The type of browser you use (Firefox, Internet Explorer)
- The date and time you access the site
- The pages you access while browsing at the website
- The internet address of the website, if any, from which you linked directly to this website.

Personal information may be collected if you choose to communicate with Ultra Quest Ltd directly; this can be done via our website, email, social media, or telephone.

### **WHAT WE DO WITH YOUR INFORMATION**

#### **Website**

We may obtain anonymous information by storing a cookie on your computer. With all Internet Browsers, you can delete this information from your computer, block all cookies and receive a warning before a cookie is placed on your system. Ultra Quest Ltd uses this information to help improve our website and better understand what's useful to our visitors. We cannot access any personal information about you from a cookie.

Ultra Quest Ltd may use personally identifiable information collected through our website for the following reasons:

- Responding to any enquiries or comments
- Providing services and support to visitors
- Improving our website and tailoring it to our visitors
- Understanding your interests

We will not provide personal information to any third parties for marketing purposes.

#### **Personal Contact Information**

Names, email addresses and phone numbers will be held on our emails and secure customer relationship management (CRM) software to ensure we can communicate with you effectively.

## **HOW WE STORE YOUR DATA & HOW LONG WE HOLD IT FOR**

Ultra Quest Ltd is committed to keeping your personal data safe and secure. Our security measures include encryption of data, testing of systems, internal policies setting out our data security approach and training for employees. Data is held on our secure emails for up to 2 years and CRM software until no longer relevant or a request for removal is made.

## **SECURITY OF AND ACCESS TO YOUR PERSONAL DATA**

We take the security of your personal information extremely seriously. We've implemented appropriate physical, technical and organisational measures to protect the personal information we have under our control, both off and online, from improper access, use, alteration, destruction, and loss. Your information is only accessible by appropriately trained staff. Otherwise, as set out in this Privacy Policy, we will only ever share your data with your informed consent.

## **YOUR RIGHTS**

As an individual you have a right to:

- Be informed on what data we collect, process, and hold specific to you
- Request access to a copy of the records Ultra Quest Ltd hold on you
- Object to processing that is likely to cause or is causing distress
- Prevent direct marketing
- Object to decisions being taken by automated means
- Have inaccurate personal data rectified, blocked, erased, or destroyed

You have the right to request the following information:

- Whether any of your personal data is being processed
- A description of the personal data, the reasons it is being processed, and whether it will be given to any other organisations or people

You also have the following rights:

- Right to be informed
- You have the right to be told how your personal information will be used. This Policy is intended to provide you with a clear and transparent description of how your personal information may be used.
- Right of access
- You can write to us to ask for confirmation of what information we hold on you and to request a copy of that information. Provided we are satisfied that you are entitled to see the information requested and we have successfully confirmed your identity, we have 30 days to comply.
- Right of erasure; You can ask us for your personal information to be deleted from our records. In many cases we would propose to suppress further communications with you, rather than delete it so that we have evidence of your request for audit purposes
- Right of rectification; if you believe our records of your personal information are inaccurate, you have the right to ask for those records to be updated.
- Right to restrict processing; you have the right to ask for processing of your personal data to be restricted if there is disagreement about its accuracy or legitimate usage.

- Right to data portability to the extent required by the General Data Protection Regulations GDPR where we are processing your personal information under your consent, because such processing is necessary for the performance of a contract to which you are party, to take steps at your request prior to entering into a contract or by automated means, you may ask us to provide this information to you – or another service provider – in a machine-readable format.

To exercise these rights, all requests must be made by emailing [info@ultraquest.co.uk](mailto:info@ultraquest.co.uk). We will endeavour to get all information to you within 1 month. If the request is manifestly unfounded or excessive Ultra Quest Ltd have the right to refuse; in this case the individual has the right to complain to a supervisory authority or judicial remedy. Thank you for taking the time to read our Privacy Statement, at Ultra Quest we care about the individual and are dedicated to protecting the privacy of our customers.