

This privacy statement sets out how Protect collects, uses, and protects any personal information you share with Protect when you use our website, and your rights and protections.

We are committed to protecting your privacy when you use our services (either via the website, telephone or other method of communication). If we ask you to provide certain personal information, it will only be used in accordance with this privacy statement.

Do not submit any information about a third party, unless you have sought their approval and have their consent.

Any questions regarding our privacy statement should be directed to Data Protection Officer Cathy James on 0203 177 2520 or [cathy@protect-advice.org.uk](mailto:cathy@protect-advice.org.uk)

### [Your acceptance of these privacy statement terms](#)

By using our website you consent to the collection and use of your personal information, as set out below.

### [What we collect](#)

If you make an enquiry via our website we may collect the following information:

- contact information including email address and telephone numbers
- location information
- other information relevant to your enquiry

In certain circumstances we may be required to process sensitive personal data. There are "special categories" of more sensitive personal data which require a higher level of protection as below:

- Health
- Special Educational Needs
- Trade Union membership

By providing us with this information via our website you are giving explicit consent to the collection and processing of this data.

### [How we use the information we collect](#)

1. To provide legal services
2. For the purposes of internal records keeping
3. To conduct market research
4. To improve our services, marketing and website

5. To help us prevent fraud
6. To help us prevent money laundering

Our website is hosted by an external company. Information that you submit to Protect via a website enquiry form is held securely by our suppliers in accordance with the EU GDPR.

Protect will not sell, distribute or lease your personal information to third parties unless we have your permission, or are required by law to do so (e.g. if we believe such an action is necessary to protect and defend the rights, property and personal safety of our company name and its website).

### Retention of data

If you would like to have your data erased from our system, please submit your request to our data protection officer (as outlined above) who will respond accordingly.

### Security

Protect is committed to ensuring that your information is secure.

We limit the amount of personal data collected to that required for the specified purpose, and we restrict, secure and control all personal information against unauthorised access, damage, loss or destruction. Personal information is retained just for as long as is necessary to fulfil the requirements of the specified purpose.

We have put in place measures to protect the security of your information, and any third party partners, such as the website host, will only process your personal information upon instruction from Protect and where they have agreed to treat the information confidentially and to keep it secure.

Protect has procedures to deal with a suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.