

# Privacy Statement

Your privacy is a top priority for Investigations Inc. We are dedicated to looking after your Personal Information in a way you feel is 100% safe and secure, handling it in a responsible manner and complying with data protection laws. When it comes to your privacy, we follow 3 main principles:

We want to make it simple for you to understand how we use your personal data. We aim to use easy to understand the language to describe our privacy policy and processes to help you make informed choices.

We want to be transparent about the personal information we collect, why we collect it and how we process it.

We give you control over the Personal Information you provide to us. We let you choose how and when it is used, shared, kept or deleted. We suggest you take the time to read our full Privacy Statement and understand it. This policy includes:

- **1. About us**
- **2. Information we collect**
- **3. How we use the information**
- **4. What if I don't provide some or all of the information requested?**
- **5. What grounds (legal basis) are we processing the data under?**
- **6. Information stored**
- **7. Sharing your information with third parties**
- **8. Sale of the Business**
- **9. Cookies**
- **10. How we protect your data**
- **11. Your rights regarding your personal information**
- **12. Right of complaint to the Regulator for Data Protection**
- **13. How long we hold your data**
- **14. Links to third-party websites**
- **15. Updates to the privacy policy**
- **16. Contacting us**

# 1. About Us

This website [www.investigationsinc.co.uk](http://www.investigationsinc.co.uk) is owned and operated by **Investigations Inc.** a sole proprietorship having its offices 27 Old Gloucester Street, London WC1N 2AX. We are committed to protecting your privacy and maintaining the security of any personal information received from you. We strictly adhere to the requirements of the data protection legislation in the UK and we are registered on the Data Protection Public Register number Z5250087. Our Data Protection Officer will be happy to deal with any queries or requests regarding the data we hold about you. They can be contacted by post as follows: Data Protection Officer, Investigations Inc. 27 Old Gloucester Street, London WC1N 2AX.

## 2. Information we collect

### Information we collect about you

When you instruct us, we collect your name and email address. This allows us to process your registration, fulfil your instruction and send you updates.

We will ask you to provide other contact details, such as phone number or address, to instigate the instruction.

We do collect some information from cookies, pixels and similar software which allows us to understand how you arrive on our websites, how you use and navigate around them, and how you interact with us. This information is used to improve our services and communication. We obtain some information from Google Analytics and Facebook. The Facebook information provided is limited to your email address and only that which you have previously agreed with Facebook that they can share.

### Information you provide to us

You should ensure if you provide personal information about people in your family who are living and not deceased, that you have the consent from the relevant individual to include that personal information given to us at the time you instruct us

We do take note of sensitive information (also known as special categories of information) about you when you provide it and have consented to this. Examples are adding your religious belief or ethnic background.

## 3. How we use the information

We will use your personal information for a number of purposes including

- To manage your instruction;
- To process the instruction and provide our services and to provide you with information and to deal with your requests and queries.
- For administration purposes and to improve our service to you.
- To provide personalised communications.
- Where we provide services, we may analyse the information you supply.
- We may use and disclose information.

### Updating Reports

We may send encrypted emails to you to provide useful information. We will also send you emails if we make fundamental changes to the website, or to our terms & conditions that we think we need to make you aware of, or to let you know important information.

## 4. What if I don't provide some or all of the information requested?

The impact of this will depend on what information you withhold, but the main impacts may be:

- We will not be able to process or fully carry out your instructions.
- We will not be able to contact you to let you know of problems regarding the services provided.
- We will not be able to respond fully to requests and queries you may have.
- We cannot personalise the service you receive.

## 5. What grounds (legal basis) are we processing the data under?

There are a number of grounds we process your data under. These are:

- Contractual – we need the information to perform the contract for services you have requested.
- Legal – should we be legally required to contact you concerning your instructions
- Legitimate interest – this means the processing is in Investigations Inc.'s interest. It allows us to manage the client relationship effectively and efficiently and improve the services we provide.
- Consent – where you have given us consent to use the information provided.

## 6. Information stored by us

The information stored will not be viewable by any third party.

We reserve the right (at our own discretion) to remove any personal data which you have included in in your initial instructions about people who are living if we are alerted to the fact that this personal data was used without that person's permission.

If you become aware that your personal information is being misused, please send an email to our Customer Support team at [info@investigationsinc.co.uk](mailto:info@investigationsinc.co.uk) with details and we will investigate and, if necessary, remove this information.

The information passed to Investigations Inc. is never used for any other purpose and will never be displayed, sold, licensed or used in any manner whatsoever. If you have any question or concerns, you can email [info@investigationsinc.co.uk](mailto:info@investigationsinc.co.uk) or telephone us on 0800 917 8287.

## 7. Sharing your information with third parties

We may from time to time provide your personal information to third parties for the purposes of providing you with our services. These third-party providers include credit referencing providers. This is necessary for the performance of the contract. These third parties may be located outside the European Economic Area; however, we only use providers that provide adequate protection for your information at all times.

When transferring and storing any personal information outside the EEA we only do so under one of the legally recognised transfer mechanisms for ensuring the data is safeguarded. These are:

- The country in question has been deemed safe for data transfer by the European Commission. Also known as an adequacy finding.
- The contract for data processing contains the standard contractual clauses laid down by the European Commission to safeguard the transfer of personal data.
- Binding corporate rules – this is where a large company's own internal processes for international data transfer have been signed off and agreed by the European Commission as safeguarding the data.
- If the data is going to the USA it can be safely transferred to a company that is certified under the EU-US Privacy Shield.
- Appropriate certification schemes

We will disclose your personal data in order to comply with any legal obligation. This includes disclosing information to organisations for the purposes of fraud protection, credit risk reduction, or the order of a court or regulator.

We will not provide your data to other third parties for marketing purposes.

## 8. Sale of the Business

In the event that we undergo re-organisation or are sold to a third party, you agree that any personal information we hold about you may be transferred to that re-organised entity or third party.

## 9. Cookies

Our website uses cookies. For more information about what cookies are, what we use them for and how you can delete them, please read our [cookies policy](#).

We do collect some information from cookies and similar software that allows us to understand how you arrive on our websites and use and navigate around them, so we can improve the sites. We obtain some information from Google Analytics and Facebook. The Facebook information provided is limited to your email address and only that which you have previously agreed with Facebook that they can share.

## 10. How we protect your information

We follow strict security procedures in the storage and disclosure of information which you have given us, to prevent unauthorised access to, and loss, misuse or alteration of your personal information in accordance with UK data protection legislation. These include firewalls and virus-checking procedures.

You are responsible for keeping secret any confidential passwords or other login or access details that you select.. While we take steps to ensure the security of your information, there is a risk that any information transmitted over the Internet and stored on a computer may be intercepted or accessed by an unauthorised party. If you think that someone has accessed your information held by us without your permission, you must notify us at [info@investigationsinc.co.uk](mailto:info@investigationsinc.co.uk).

We also recommend that if you use a shared computer or a computer in a public place such as a library that you close your browser when you have finished your session

# 11. Your rights regarding your Personal Information

Under the Data Protection law, you have a number of rights with respect to your personal information, which are:

- Correcting your Information

You are entitled to have your personal information updated to ensure it is up to date and accurate. In order to maintain the accuracy of the information we hold, you can update your personal details by sending us an email to [info@investigationsinc.co.uk](mailto:info@investigationsinc.co.uk).

- Withdrawing Consent

You have the right to withdraw your consent to any processing that is currently being done under your consent. Consent can be withdrawn by email to [info@investigationsinc.co.uk](mailto:info@investigationsinc.co.uk)

- Obtaining a copy of your Information

You have the right to receive a copy of the personal information we hold about you. You can do this by contacting [info@investigationsinc.co.uk](mailto:info@investigationsinc.co.uk) by email providing your full name, address and a date when you first instructed us.

- Deleting your information

You can request that we delete personal information in certain circumstances. These will be specific to each case. You can do this by contacting [info@investigationsinc.co.uk](mailto:info@investigationsinc.co.uk) providing your full name, address and date when you first instructed us.

## Data Portability

You have the right to ask us to transfer the personal information that you have given us to another controller.

- Restricting Processing

You can request a restriction on the processing of your data in some limited circumstances. Examples are concerns over data accuracy or we no longer need to hold your data, but you have requested its retention by us to aid you in a legal matter. You can do this by contacting [info@investigationsinc.co.uk](mailto:info@investigationsinc.co.uk) providing the full name, address and date you when you first instructed us

- Right to object to Processing

You have the right to request that we stop processing your data for marketing purposes and in other limited circumstances such as asking us not to process your data by wholly automated means or not to analyse your information for targeted content etc. (also known as profiling).

You can action any of these rights by contacting our Customer Support Team or by contacting us by email at [info@investigationsinc.co.uk](mailto:info@investigationsinc.co.uk) or by post to Investigations Inc, 27 Old Gloucester Street, London, WC1N 3AX

## 12. Right of complaint to the Regulator for Data Protection

The data protection laws in the UK are regulated and enforced by the Information Commissioner's Office (ICO). Each individual has the right to raise a concern/complaint to the ICO if they have any concerns about how their personal information and/or privacy is treated. You can do this via the [ICO's website](#), follow the links or have an online Live Chat.

Call the ICO helpline on 0303 123 1113

Email [casework@ico.org.uk](mailto:casework@ico.org.uk)

Postal address: Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow, Cheshire, SK9 5AF

## 13. How long do we hold the data for ?

Some of the information you provide to us will be necessary to carry out repeated tasks, such as verifying your identity when re-instructing us. We will keep this information for as long as is reasonably necessary. After this time, we may need to hold your personal data to resolve issues or causes of action. If your account is inactive for more than 2 years we reserve the right to delete any information you have provided to us, without further recall to yourselves.

## 14. Links to third-party websites

Our website may provide links to other websites belonging to third parties which are not covered by this privacy policy. If you want to go through to a third-party website, please make sure that you read the privacy policy for that website.

## 15. Updates to this policy

We may update this policy at any time without notice. By continuing to use our services we maintain that you have accepted the changes to this Policy.

Privacy statement last updated 18 May 2018.

## 16. Contacting us

If you have any questions about privacy or wish to update your details or have them removed from our mailing list at any time, please contact us at:

Email: [info@investigationsinc.co.uk](mailto:info@investigationsinc.co.uk)

Phone: 0800 917 8287

Post: Data Protection Officer

Investigations Inc.

27 Old Gloucester Street,

London, WC1N 3AX