

Introduction

Henson Crisp Limited owns and operates www.hensoncrisp.com and, as the data controller, is responsible for the processing of your personal data. This policy explains how we collect and process the personal information you provide when contacting us through our website, please read it carefully. This privacy notice only relates to content on www.hensoncrisp.com, if you leave the site through any external links you must read and understand their privacy notice and cookies policy.

What information do we collect about you?

We collect information about you when you use our website to send us an enquiry for financial planning or financial advice. Our contact us page has the following fields:

- name;
- email;
- telephone number;
- whether you wish to subscribe to our newsletter;
- and details of your enquiry.

By providing your personal information via our contact us page, you have given your agreement to receive contact from us to discuss your financial requirements. You voluntarily chose to provide personal details to us via this website. Personal information will be treated as confidential by us and held in accordance with the UK General Data Protection Regulation and the Data Protection Act 2018.

Information relating to usage of our website is collected using cookies. These are text files placed on your computer to collect standard internet log information and visitor behaviour information, providing you agree to their use. Our website includes a pop-up so you can choose whether to accept the use of cookies, this is covered in greater depth by our cookies policy which sets out what cookies we use and for what purpose.

Why do we need to collect and use your personal data?

The primary legal basis that we intend to use for the processing of your data is your consent and fulfilment of contract. The information we collect about you is essential for us to be able to respond to your financial planning enquiry. If we did not collect this personal data, we would be unable to process your enquiry or provide you with a newsletter you have requested.

How long do we keep hold of your information?

In principle, your personal data should not be held for longer than is required under the terms of our contract for services with you. If you choose to engage our services for financial planning, we are subject to regulatory requirements to retain data for specified minimum periods. This is covered in our full UK GDPR privacy policy.

If we are unable to help with your enquiry, we will inform you immediately and delete the personal information you have provided. However, if we are able to help with your enquiry, we will keep the personal information for 1 year to allow you to decide whether you wish to engage our services before deleting this data.

If you have made an enquiry only but not engaged our services for financial planning, you have the right to request the deletion of your personal data. We will comply with this request by confidentially shredding any of your personal data held on paper and deleting your personal data from our back

office system subject to any restrictions of our regulatory obligations, if applicable. In which case your personal data will no longer be actively processed.

How can I access the information you hold about me?

You have the right to request a copy of the information that we hold about you. If you'd like a copy of some or all of your personal information, please email or write to us using the contact details noted below.

When your personal data is processed by automated means you have the right to ask us to move your personal data to another organisation for their use.

We have an obligation to ensure that your personal information is accurate and up to date. Please ask us to correct or remove any information that you think is incorrect.

Other websites

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

What can you do if you are unhappy with how your personal data is processed?

You also have a right to lodge a complaint with the supervisory authority for data protection. In the UK this is:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

0303 123 1113 (local rate)

Changes to our privacy policy

We keep our privacy policy under regular review and we'll place any updates on this web page (www.hensoncrisp.com) This privacy policy was last updated on 15th February 2021.

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you: by email at enquiries@hensoncrisp.com

Or write to us at Henson Crisp Ltd, Ground Floor Bank House, The Lawns, 33 Thorpe Road, Peterborough, PE3 6AB.