Privacy Policy for Priority Networks Ltd, ta/ Check Costs Consultants

Effective Date: [Insert Date]

At Priority Networks Ltd, ta/ Check Costs Consultants, we are committed to protecting and respecting your privacy following the EU General Data Protection Regulation (GDPR). This Privacy Policy explains how we collect, use, and protect your personal information when you use our website and services. By using our services, you agree to the collection and use of information in accordance with this policy.

1. Data Controller

The data controller responsible for your personal information is:
Lee Freeman, Priority Networks Ltd, ta/ Check Costs Consultants, Unit 1, Howley Park Business Village, Pullan Way, Leeds, LS27 0BZ, lee@checkcosts.co.uk, 0113 8980380

2. Information We Collect

We collect different types of information to provide and improve our service to you.

a. Personal Information
When you use our services, we may ask you to provide certain personal information, such as:
- Name
- Email address
- Phone number
- Business name
- Billing address (if applicable)
- Current bills which need to be reviewed as part of our service agreement
- Any other information relevant to providing the services you agreed on
- Any other information you choose to provide in communication with us

b. Non-Personal Information
We may also collect non-personal data, such as:
- Browser type and version
- IP address
- Time zone settings
- Device information
- Pages visited on our site
- Referring/exit pages

3. How We Use Your Information

The information we collect is used to:
- Provide, operate, and maintain our services
- Respond to inquiries and requests for quotes
- Personalize our services based on your needs and preferences

- Communicate with you, including sending important updates or promotional materials (if you opt-in)
- Improve our website and service offerings
- Analyze how our services are used to improve performance and functionality

4. Legal Basis for Processing Data

Under GDPR, the legal basis for processing your personal information includes:
- **Performance of a contract**: Where processing is necessary for the performance of a contract we have with you.
- **Legitimate interest**: To improve our services and manage our business.
- **Consent**: When you have provided consent for processing your data (e.g., for marketing purposes).
- **Compliance with legal obligations**: Where we are required by law to process your data.

5. Cookies and Tracking Technologies

We use cookies and similar tracking technologies to collect information and enhance your experience on our website.

a. What Are Cookies?
Cookies are small data files that are stored on your device when you visit a website. These cookies help us track and remember information about your visit, which can help us improve your browsing experience.

b. How We Use Cookies
We use cookies to:
- Remember your preferences and settings
- Track website usage and analytics
- Help with marketing efforts, including retargeting ads on third-party platforms

c. Your Choices
You can set your browser to refuse cookies or to notify you when cookies are being sent. However, some parts of the website may not function properly if you disable cookies.

6. Sharing of Information

We do not sell or rent your personal information to third parties. However, we may share your information with:
- **Service Providers**: We may share your information with trusted service providers who help us operate our business and deliver our services (e.g., telecom or energy providers).
- **Legal Requirements**: We may disclose your information if required by law or to protect our rights, property, or safety, or that of others.
- **Third-Party Transfers**: If data is transferred outside of the European Economic Area (EEA), we ensure an adequate level of protection using GDPR-compliant methods such as Standard Contractual Clauses (SCCs).

7. Data Security

We take reasonable precautions to protect your personal information from unauthorised access, disclosure, or alteration. We use industry-standard security measures such as encryption and secure data storage practices to safeguard your information.

However, no method of transmission over the Internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

8. Your Data Protection Rights

Under GDPR, you have the following rights regarding your personal data:
- **Right of access**: You can request a copy of the personal data we hold about you.
- **Right of rectification**: You can request correction of inaccurate or incomplete data.
- **Right to erasure**: You can request the deletion of your personal data when it is no longer necessary for the purposes for which it was collected.
- **Right to restriction of processing**: You can request that we limit the processing of your personal data under certain conditions.
- **Right to data portability**: You have the right to obtain and reuse your personal data across different services.
- **Right to object**: You have the right to object to the processing of your personal data in certain situations.
- **Right to withdraw consent**: If we are processing your personal data based on your consent, you can withdraw your consent at any time by contacting us at [email address].
- **Right to lodge a complaint**: You have the right to lodge a complaint with a supervisory authority if you believe your rights under GDPR have been violated.

To exercise any of these rights, please contact us at [email address].

9. Data Retention

We retain your personal information only for as long as necessary to fulfil the purposes outlined in this policy, or as required by law. Once your data is no longer needed, we will securely dispose of it.

10. Third-Party Links

Our website may contain links to third-party websites or services. This Privacy Policy does not apply to those third-party websites, and we encourage you to review their privacy policies before providing any personal information.

11. Updates to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. Any updates will be posted on this page with an updated effective date.

12. Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your personal data, please contact us at:

Priority Networks Ltd, ta/ Check Costs Consultants
Unit 1, Howley Park Business Village, Pullan Way, Leeds, LS27 0BZ
Email: [Insert Email Address]
Phone: [Insert Phone Number]