



## Privacy Policy

### Induction

We will only collect information that is relevant to providing our services to you. We will keep your information as long as permitted for our legitimate business purposes and for any retention period that we are legally required to meet. We may sometimes need to transfer your information to third parties who provide services to us, this is done on the understanding that they keep the information confidential and use it only for our agreed purposes. Any third parties we work with are within the UK.

### How we use your information

Bamboo Marketing hold the following details about you:

- personal information, such as your name, address and date of birth, including personal information you have provided to Bamboo Marketing
- details of when you contact us and when we contact you
- if you provide us with your personal information we will keep the information for as long as is necessary to comply with any statutory or legal obligations or for audit purposes.

### Confidentiality and access requests

If you make an informal request to see part of your information because you want to check specific details on your account(s). We will be happy to discuss these requests with you but, as you will appreciate, there is a need for us to protect your confidentiality. We will protect your confidentiality by asking you to prove your identity or provide a written authority before making information available.

You have the right to see and receive a copy of any personal information we may hold on you. We will not charge a fee for this service and we will respond within one month of the request.

To request a copy of the personal information we hold on you, please write to us at;  
Bamboo Marketing (Worcester) LTD  
Brook Court  
Whittington Hall  
Worcester  
WR5 2RX

### Sharing your details

Bamboo Marketing (Worcester) may disclose your personal information to other people or organisations if any of the following applies:

- we have your consent; or
- where we have sold their service or product to you; or
- where we are required or permitted to do so by law or regulation.

### **Security**

We may record telephone calls for security and training purposes.

### **Consent**

Here are Bamboo Marketing (Worcester) we take your privacy seriously and will only use your personal information to administer your account to provide the products and services you have opted in to receiving from us.

We recognise that from time to time you may want to opt out of receiving calls, sms and emails from us and you can contact us at any time to withdraw your consent. Please contact us on the below address.

### **Correction of details**

You have the right to have any inaccurate information corrected. To request an amendment to your details please write to:

Bamboo Marketing (Worcester) LTD  
Brook Court  
Whittington Hall  
Worcester  
WR5 2RX

### **Complaints**

If you are not satisfied by our actions and how we have used your information you can seek recourse through our internal complaints procedure, the Information Commissioner or the courts.

Our Managing Director will deal with any written complaint about the way a request has been handled and about what information has been disclosed. The Managing Director can be contacted at:

Bamboo Marketing  
Brook Court  
Whittington Hall  
Worcester  
WR5 2RX  
Telephone: 01905 670870

If you remain dissatisfied, you have the right to refer the matter to the Information Commissioner.

The Information Commissioner can be contacted at:

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

