

## Data Protection Policy

The personal data we collect is voluntarily provided through signing up to a mailing list etc or creating an account with us. We also hold payment and billing information you have provided when purchasing products/services/EPIC credits. We may also collect information regarding interests and preferences to enable us to provide you with a better service. We collect personal information from you when you enquire via our website, enquire at any show/event where we may make face-to-face contact, respond to social media activity, take part in competitions/surveys, questionnaires, provide a testimonial or comment on our blog/social media sites, contact us to request orders/assistance with your account. We may keep a record of your correspondence, which may include personal information provided to by yourselves.

Your data will only be used for the purposes that you indicate or that are covered throughout this privacy policy. We collect data from you in order to update and enhance our records, respond to your enquiries, notify you of our products/services that may benefit your organisation, improve our products and services by getting your feedback through surveys/comments, improve website performance, administer and operate your account/transactions, carry out any contractual arrangements between ourselves, update you with information we feel may be useful or relevant, via post, email or other means. Provide you with a more personalised experience. With regards to all other personal data, this will be utilised under the legitimate reasons above and that you have subscribed to receive this information, through one of the methods included in the above section. We will only contact a third party if it involves providing necessary information, in order to meet your specified requirements or linked to an external provider e.g. partner/supplier. We **never** sell personal information to any third party and it will not be passed onto 3<sup>rd</sup> parties for any marketing purposes.

We undertake strict procedures to ensure that the personal information you provide to us is protected on servers and password protected controlled sites are used to try to prevent any unauthorised access. We cannot guarantee the safety of any external websites that we may link to from our own website, they will have their own privacy policy. By submitting your personal data to us, you agree to the transfer, storing or processing. We will take all necessary steps to ensure that your data is secure and treated in accordance with the privacy policy.  
anyone without prior consent.

If you have a password to access certain products/services/areas of our website, you are responsible for keeping this password confidential and we ask you not to share passwords with anyone, 1Accord does not have access to these passwords.

Any changes we make to our privacy policy will be updated on our website. By reading the policy and continuing to use our website you confirm that you understand and agree to our privacy policy.

You can request a copy of the information we hold for you at any time by emailing [helen@1accord.co.uk](mailto:helen@1accord.co.uk)

You can request the removal of your data at any time by emailing [helen@1accord.co.uk](mailto:helen@1accord.co.uk)