

## PRIVACY POLICY

ADR Group Limited (“ADRg”) is a private limited company established under the laws of England and Wales, official company number 02876683, having its registered office at First Floor, 81-85 High Street, Brentwood, Essex CM14 4RR, United Kingdom.

ADRg is registered with the Information Commissioners Office, registration number ZA304685.

The services which ADRg offers are set out on our websites [www.adrgroup.co.uk](http://www.adrgroup.co.uk) and [www.consumer-dispute.co.uk](http://www.consumer-dispute.co.uk).

When we hold an individual’s personal information we do so in accordance with all applicable legislation including the Data Protection Act 1998 (“DPA”) and the EU General data Protection Regulation in force from 25 May 2018 (“GDPR”) as they are now and as they may be amended and superseded from time-to-time. (together the “Legislation”).

This Privacy Policy explains

- Information we may collect about you
- How we collect that information
- Our legal basis for holding that information
- How we may use that information
- Disclosure of your personal information to third parties
- Security of your personal information
- Data retention
- Your legal rights
- Uses of our website
- Notification of changes to our privacy policy
- Contact details and further information

ADRg is a data controller under the Legislation.

### **1. Information we may collect about you**

Personal information (“Personal Data”) means any information about an individual from which that person can be identified. Within our database we hold only such Personal Data as would normally appear on a business card or in a published directory, for example name, organisation, position, email address, postal address, and telephone numbers.

## **2. How we collect that Personal Data**

Our database is composed of Personal Data gathered by ourselves from personal and business contacts in the ordinary course of our business. From time to time we have and may in the future receive and add into our database Personal Data which is either publicly available including from published directories or obtained from third parties. In all cases the nature of that Personal Data will be limited to that described in 1 above.

## **3. Our legal basis for holding that Personal Data**

We hold Personal Data on either of three legal bases as set out in the GDPR: (i) Consent where you have given clear consent for us to hold your personal information (GDPR Article 6.1 (a)) or (ii) where it is necessary for compliance with a legal obligation to which we are subject (GDPR Article 6.1(c) or (iii) where we have a Legitimate Interest to hold that information which interest has been identified and can include commercial interests, individual interests or broader societal interests (GDPR Article 6.1 (f)). We consider that we have a Legitimate Interest to hold personal data on all individuals who are included in our database either because of the services which offer or because of a common interest in the provision of mediation services and/or training. However when we add to our database either with publicly available data or from third parties we may also request such Consent.

## **4. How we may use that Personal Data**

We use that Personal Data in the course of normal business and for the notification of events or activities with which ADRg is involved, and to otherwise promote and market our services and deliver them according to agreed contracts.

## **5. Disclosure of Personal Data to third parties**

We will not sell, transfer or share Personal Data nor disclose Personal Data to third parties except as we are otherwise obliged to do by law.

In order to market our services we use MailChimp, an American company, which stores all of its data on owned and operated servers located in the U.S. only. MailChimp has been certified to the EU-U.S. Privacy Shield Framework and Swiss-U.S. Privacy Shield Framework and we will only use data processors or similar organisations which are so certified and meet international regulatory standards.

## **6. Security of Personal Data**

We have in place safeguards in our procedures and technology to keep Personal Data secure to a standard for an organisation of our type and size.

## **7. Personal Data retention**

We will only retain your Personal Data for as long as necessary to fulfil the purposes for which we have collected and retained it.

## **8. Your legal rights**

All e-mail marketing contains the right and facility to “Opt-Out” by Unsubscribing from future distributions.

Furthermore if at any time you do not wish to receive further information and communications from us you may either Unsubscribe or otherwise inform us by email at [info@adrgroup.co.uk](mailto:info@adrgroup.co.uk).

You also have the rights under the Legislation, as described in full therein, to:

- Request access to your personal information
- Request correction of your personal information
- Request erasure of your personal information
- Object to processing of your personal information
- Request restriction of processing of your personal information
- Request transfer of your personal information
- Right to withdraw consent.

## **9. Uses of our websites ([www.adrgroup.co.uk](http://www.adrgroup.co.uk) and [www.consumer-dispute.co.uk](http://www.consumer-dispute.co.uk))**

This Privacy Policy applies to the websites at [www.adrgroup.co.uk](http://www.adrgroup.co.uk) and [www.consumer-dispute.co.uk](http://www.consumer-dispute.co.uk). Other websites as may be linked to [www.adrgroup.co.uk](http://www.adrgroup.co.uk) and [www.consumer-dispute.co.uk](http://www.consumer-dispute.co.uk) from time-to-time are not covered by this policy.

We do not use cookies and similar tracking technologies in our websites and we do not permit third parties to display advertising on our website.

## **10. Notification of changes to our Privacy Policy**

With the development of the Legislation over time we may need to change our Privacy Policy. We may, but do not oblige ourselves to, notify you of such changes however all updated versions of our Privacy Policy will appear on our website upon adoption by ADRg.

## **11. Contact details and further information**

This Privacy Policy is available on request from ADRg at email [info@adrgroup.co.uk](mailto:info@adrgroup.co.uk) and as well as from our website. All questions and requests concerning this Privacy Policy

and your Personal Data held by us should be directed to the Managing Director at that email address who will respond within 14 days from receipt of your question or request at no charge.

Adopted 16 May 2018