



V&V

Privacy Policy Jan 2019

This Privacy Policy describes how your personal information is collected, used, and shared when you visit www.vvcollective.com (the "Website") or work with V&V. The information that we collect about you is used in accordance with the Data Protection Act 1998 and the General Data Protection Regulation 2018.

The information we collect

We receive, collect and store any information you enter on our Website or provide us in any other way. The type of information that we will collect on you, or you may voluntarily disclose to us on this Website may include the following:

- Your personal details (name, address, e-mail);
- Details of services you have received from us;
- Correspondence and communications with you;
- Information from research, surveys and marketing activities.

In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; e-mail address; computer and connection information. We may also use software tools to measure and collect session information.

How information is collected

We obtain personal data about you when, for example:

- You contact us by email, phone, post or through our Website;
- You request a proposal or services from us and during the provision of services;
- From third parties or publicly available resources.

Why we collect information

We collect information to:

1. Provide our services and operate our Website;
2. Be able to contact you with general or personalized service-related and promotional messages;
3. Help us to improve our respective services;
4. Comply with any applicable laws and regulations.

How we store, use, share and disclose your information

Our company is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store

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hello@vvcollective.com

www.vvcollective.com



your data on secure servers behind a firewall.

We have adopted reasonable administrative, technical, and physical security controls to protect against the loss, misuse, or alteration of your data.

Where your contract is carried out in conjunction with an associate of V&V, who is a subcontractor, we may share your personal data with them, with your consent, in performance of our contract. Our subcontractors are bound by contract to follow our data policies.

How we communicate with you

We may contact you to carry out contracted services, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, and to send updates about our company or services. For these purposes we may contact you via email, telephone and post.

How we use cookies

Our Website uses cookies to distinguish you from other users. This helps us to provide you with a good experience when you browse our Website, and to improve the way it works.

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree.

You can always disable cookies in your browser preferences. Disabling cookies may negatively impact your online experience on our Website. You can find more information about the individual cookies we use and why in the table below:

Cookie name	Life span	Purpose
svSession	Persistent	Identifies unique visitors and tracks a visitor's sessions on a site
hs	Session	Security
XSRF-TOKEN	Session	Security
smSession	Persistent (Two weeks)	Identifies logged in site members
TSxxxxxxx (where x is replaced with a random series of numbers and letters)	Session	Security
TSxxxxxxx_d (where x is replaced with a random series of numbers and letters)	Session	Security
RequestID	Session	Track visitor behavior and measure site performance



Your rights

It is important that the personal data we hold about you is accurate. Should your personal information change or you believe that the data we hold is inaccurate in any way, please notify us by using the contact details below.

You have the right to find out what information we store about you and make changes if needed. You also have the right, assuming we are not obligated by law to refuse, to ask us to stop using your information.

If you don't want us to process your data anymore, please contact us at hello@vvcollective.com

How we update this policy

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the Website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

How to contact us

If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at hello@vvcollective.com

If you are concerned about how we use your data you have the right to make a complaint to the Information Commissioner's Office <https://ico.org.uk/concerns>