

## **Privacy Notice & Cookies Policy**

### **WHO WE ARE**

At VT Private Investigations (VTPI), we are committed to maintaining the trust and confidence of our customers to our web site. When it comes to your data, VTPI is committed to transparency and choice. Here you will find information on how we treat data that we collect from customers and visitors to our website.

### **INFORMATION WE COLLECT**

#### **What personal information do we collect from the people that visit our website?**

When you are browsing our website you may enter your name, email address or other details.

#### **When do we collect information?**

We collect information from you when you either fill out our contact form or email us directly using email links provided within our contact us page.

#### **Security**

We take precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline. Our website is fully SSL compliant.

### **HOW WE USE YOUR DATA**

We use the information we collect from you to allow us to respond your service requests.

#### **Retention Period**

Your personal information is kept private and stored securely until a time it is no longer required, when electronic data is erased and hard copy data shredded.

We normally store personal data for up to two years from the date of enquiry. This enables us to serve you better with your enquiries to locate older reports and images archived securely within our computers. Please let us know, at any time, if you would like us to delete that information. Such requests should be emailed to [vtpiuk@gmail.com](mailto:vtpiuk@gmail.com) and marked in the subject header FAO Data Controller.

We keep client records, including instructions and details of assistance requested, services provided, results/findings obtained, for a maximum of two years, unless otherwise instructed or required by law. Thereafter such records will be anonymised or erased and hard copy data will be shredded.

We keep basic client contact details; name, address, email address, telephone number, for up to five years, unless otherwise instructed.

We do not keep data for any longer than necessary.

### **Cookies Policy**

A cookie is a very simple text file that gets downloaded onto your PC when you visit our website. They generally contain two bits of information: our site name and a unique user ID. Once the cookie is on your computer, the site "knows" that you have been there before and can then use that knowledge to tailor the experience that you have.

We do not use cookies for tracking purposes. We only use "strictly necessary" cookies to enhance user experience such as faster web page loading. No personally identifiable information is collected by using these cookies.

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser settings. Since each browser is a little different, look at your browser's Help Menu to learn the correct way to modify your cookies.

### **Third-party disclosure**

We do not sell, trade, or otherwise transfer to outside parties your Personally Identifiable Information.

### **Third-party links**

We do not include or offer third-party products or services on our website.

### **Access to Your Personal Information**

You are entitled to access the personal information that we hold. Email your request to [vtpiuk@gmail.com](mailto:vtpiuk@gmail.com) and mark in the subject header FAO Data Controller.

### **Your Rights**

You have the following rights related to your personal data:

- The right to request a copy of personal information held about you
- The right to request that inaccuracies be corrected
- The right to request us to stop processing your personal data
- The right to withdraw consent
- The right to lodge a complaint with the Information Commissioner's Office

By continued use of our services, you consent to the use of your personal data as described in this notice.

### **CHANGES TO THIS PRIVACY NOTICE**

We keep our privacy notice under regular review. This privacy notice was last updated on 10 October 2024