

The table below provides a legal basis and reasons for processing your data and in what circumstances your data may be reviewed or shared with external agencies.

When information is collected	What information we ask for	How and why we use your information
When you access our site and accept use of cookies	Information is collected about the type of device you are using, your location, where you accessed our site from (e.g. Google, direct access, other website) and the pages you visited whilst on our site	The information from visitors to our site is compiled anonymously and put into a report which we then use to help identify which pages are accessed the most, how many visitors we have had to the site and general use of the site. This helps us tailor our services, offers, promotional content and generally helps us identify what visitors to our site are most interested in
When you contact us on the details provided	Name, email address, telephone number, details of your enquiry	When emailing in or calling our offices to enquire about services we will require basic details to identify whether we are able to assist and if so, how to contact you.
When you complete a feedback survey	Limited details of your case (optional), your name (optional), contact details if you require a response (optional)	We use the answers from your survey to help monitor and improve the services we provide to clients. Any contact details provided will only be used to contact you if requested to discuss your feedback in more detail.