



marktissington.com Privacy Policy ("Policy")

1 About us

Marktissington.com ("the Website") is a virtual technical assistant website, which is a trading name of Summit Safety and Environmental Limited ("Summit", "we", "us", "our"). To provide you with our services, we need to collect and process information about you.

This policy ("Privacy Policy") which includes our Cookies Policy, applies to all visitors to the Website and those using our services ("our Clients"). It also relates to our use of any personal or business information you provide to us by phone, SMS, email, in letters and other correspondence and in person.

For the purposes of this Policy, the data controller is Mark Tissington (contact data@mark-tissington.com).

2 Our Commitment

We are committed to protecting your personal or business information, being transparent about the data we hold and wherever possible giving you control over how we use it.

It's important that you read this policy to understand the information we may hold about you, how we use it and how you can access or update your information, modify your preferences or request deletion of your personal data.

This Privacy Policy explains:

- What information we collect about you;
- How we collect and use information about you;
- Whether we disclose your details to anyone else;
- The choices available to you regarding the personal information you provide to us; and
- When and how your data may be shared with third parties.

For information regarding the use of cookies on the Website please read our [Cookie Policy](#) in section 7 below.

Amendments and updates to this Policy may be made from time to time. Any revisions will be posted on this page so you will always be aware of the information we collect. Please review this page regularly so that you are aware of any changes.

We use your information in line with all applicable laws and regulations concerning the protection of personal information from time to time in force, including the Data Protection Act 2018, the Privacy and Electronic Communications (EC Directive) Regulations 2003 and 2011 and the General Data Protection Regulations (GDPR), and including any amendments or updates to these and any equivalent or successor applicable laws and regulations.



3 Information collected and how we use it

We collect the following information:

- Information you provide when you advertise for or request a service;
- Anonymised information on the pages you view within the Website, selections you make within the Website
- Your contact details, including personal or business name(s), postal address(es), email address(es), telephone number(s) whether fixed landline or mobile, and the Website address(es) so that we can communicate with you about provision of our services, contracts and other agreements, your project service delivery requirements, our progress, invoices and payments, continuing work, and any issues we may encounter;
- Your payment or bank details to facilitate remuneration for our work, or refunds if required; and
- The text and attachments of emails we receive from you will be stored on email servers (whether third-party or provided by the Website hosting service).

4 Information we may share

Where you pay using a payment card or online payment method, parts of your data necessary to request payment may be shared with the relevant provider(s) which after 1st January 2021 may be outside the EEA. Any data you provide will fall under the Privacy Policy of the relevant provider(s).

Email and contract records may be shared with our legal adviser(s) or a court as evidence in the event of any legal dispute between you and us.

5 How we use information

We use the information we collect to:

- provide and administer the Website and our services and manage internal operations, including troubleshooting, data analysis, testing, research, and to develop the Website and our services.
- generate an overall audience profile of visitors using the Website. We use this information to assist us in developing relevant and effective content on the Website.
- provide a user-friendly and effective online experience. This includes the use of website analytics tools as described further in our [Cookie Policy](#).
- identify the country of origin of visitors (at country level only, not specific location) so that we can establish the number of visits from different countries.



6 Lawful basis we use to process your information

We process your data based on the lawful bases set out below. We may process information you provide based on more than one lawful ground depending on the specific purpose for which we are using it:

- **Contract:** To enter into a contract with you and fulfil our contractual obligations to you (e.g., to write your copy). This processing is necessary for us to provide the service you need including managing your account and providing service updates and our support services.
- **Consent:** To provide information and take actions in relation to services which you requested. This includes where you specifically request for your details to be passed onto a third-party (e.g., where you request a third-party editor).
- **Legal Obligation:** Where processing is necessary to comply with legal or statutory requirements on us. This may include cooperating with police in relation to their investigations.
- **Legitimate interest:** To improve the Website or our services, understand how visitors and our Clients use the Website, inform our general marketing, to run our business and maintain the security of the Website and services for you, us and other Website visitors.

7 Cookie Policy

Cookies are small packages of data containing information such as your IP address, sites recently visited and your path through the website placing a cookie for a particular session.

We use Google Analytics for aggregated anonymized website traffic analysis. In order to track your session usage, Google drops a cookie (_ga) with a randomly generated Client ID in your browser. This ID is anonymised and contains no identifiable information like email, phone number, name, etc. We also send Google your IP Address. We use Google Analytics to track aggregated website behaviours, such as what pages you looked at, for how long, and so on. This information is important to us for improving the user experience and determining site effectiveness of the Website. If you would like to access what browsing information we have - or ask us to delete any GA data - please delete your _ga cookies, reach out to us by emailing data@mark-tissington.com and/or install the [Google Analytics Opt-Out Browser Add-On](#). More information on Google Analytics is available [here](#).

8 Consent

Where consent is required for us to process certain types of your personal data, it must be clearly given. Where you have given consent for us to process your personal data you may withdraw consent at any time by emailing data@mark-tissington.com. We will cease processing your data based on that consent, but this does not affect any processing we have undertaken at any time before withdrawal.

If you have given consent for your details to be passed to a third-party, your data may already have been used by them to respond to your request before we can action your consent withdrawal. In this event, you will need to contact them to withdraw your consent to their use of your personal data.



9 Disclosure of your information

We will not pass on your personal data to third parties except as set out in this policy or with your consent. We may disclose your personal information to third parties for the following purpose(s) and in the following circumstances as part of our processing activities:

- We may use service providers to help us run the Website or services available on the Website, some of whom may be based outside the EEA. Our blog page uses plugins from third-party platforms (specifically the 'Facebook Comment' function). Information about your visit to the Website may be collected by the third-party providers on these pages. If you browse the Website whilst still also logged in to your account on the third-party platform, information collected by the third-party may be connected to your account on the third-party platform. If you have queries or require more information on how these third parties use information, including transfers outside of the EEA, please read their privacy policies or contact them.
- Where we are under a duty to disclose or share your personal information in order to comply with any legal obligation, or in order to enforce our terms and conditions and any other agreements.
- If we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- If we or substantially all of our assets are acquired by a third-party, personal data held by us about our customers may be disclosed to the prospective buyer.
- We may share any information that we collect with parties including: our legal and professional advisors, the police, other public or private sector agencies, governmental or representative bodies (which may include insurance companies, finance companies, and/or other agencies) in accordance with the relevant legislation for the purposes of the prevention or detection of offences, and/or the apprehension or prosecution of offenders.
- You acknowledge that we have a legitimate business interest in preventing the use of our platform or services in any manner that may facilitate fraudulent activity or deny consumers of their legal rights under the Consumer Protection from Unfair Trading Regulations 2008 or the Consumer Rights Act 2015. We may share any information that we collect about you with third-parties or their legal representatives to the extent necessary to prevent fraud or any adverse effect to those third-parties consumer rights.

We are not responsible for any use of your personal data by these parties except where they act as our processor.

10 Where we store your personal data

We will take all reasonable steps to ensure that your data is treated securely and in accordance with this Privacy Policy.

All information you provide to us is stored securely in the UK or on secure 'cloud' servers inside or outside the EEA unless specifically detailed.



11 Retention period

We will process personal data only for as long as necessary to fulfil the purpose we collected it for, including the purpose of legal, accounting and reporting requirements, and for as long as necessary for the prevention and detection of criminal activity. The period for which we process and store the personal data for varies depending on the use you make of the Website and our services and for a period after our services to you end, to enable us to satisfy our legal, accounting and reporting requirements.

In some circumstances you can ask us to delete your data: see *Right to be forgotten* below for further information.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

12 Your rights as a data subject

At any point while we are in possession of your personal data, you have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply you have a right to restrict the processing.
- Right of portability – in certain circumstances you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing such as direct marketing, automated processing or profiling.
- Right to complain to the supervisory authority – you have the right to complain as outlined in section 13 below.

Please email data@mark-tissington.com if you have any queries regarding your rights. You can exercise your rights as set out above by emailing data@mark-tissington.com. All of the above requests will be forwarded on should there be a third-party involved (as set out in this Privacy Policy) in the processing of your personal data.

13 Complaints and Contact

If you wish to make a complaint about how your personal data is being processed by us (or third parties as described above), or how your complaint has been handled, in the first instance please email your concerns to data@mark-tissington.com. You also have the right to lodge a complaint directly with the UK supervisory authority which is the Information Commissioner's Office and can be contacted via the details at www.ico.org.uk.