

## Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

### Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website. The lawful basis on which we rely may affect your data protection rights, as shown below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website.

Your right of access—You have the right to ask us for copies of your personal information and to request other information, such as details about where we get personal information from and who we share personal information with. There are some exemptions, which means you may not receive all the information you ask for.

Your right to rectification - You can ask us to correct or delete personal information you think is inaccurate or incomplete.

Your right to erasure - You can ask us to delete your personal information.

Your right to restriction of processing - You can ask us to limit how we can use your personal information.

Your right to object to processing - You have the right to object to processing your data.

Your right to data portability—You can ask that we transfer the personal information you gave us to another organisation or you. You can read more about this.

Your right to withdraw consent – When we use consent as our lawful basis, you can withdraw your consent at any time. If you make a request, we must respond to you without delay and within one month.

To request data protection rights, please get in touch with us using the contact details at the bottom of this privacy notice.

### Our lawful bases for the collection and use of your data and personal information are:

- For the operation of client or customer accounts; for the prevention, detection, investigation or prosecution of crimes; to comply with legal requirements; to protect client welfare; to deal with queries, complaints or claims;

**Where do we get personal information from and your consent:**

- Directly from you.
- Consent—We have your permission after we have given you all the relevant information. Your data protection rights may apply, except the right to object. To be clear, you can withdraw your consent at any time.
- Contract—We must collect or use the information to enter or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation—We must collect or use your information to comply with the law. All your data protection rights may apply, except the right to erasure, the right to object, and the right to data portability.

**How long do we keep information**

We will keep information for six years from the termination of our contract.

**Who do we share information with**

- Professional or legal advisors

**We collect or use the following information to provide and improve products and services for clients:**

- Names and contact details; Addresses; Gender; Date of birth
- Transaction data (including details about payments to and from you and details of products and services you have purchased)

**We collect or use the following personal information for the operation of client or customer accounts:**

- Names and contact details; Addresses; Purchase or service history and Information used for security purposes

**We collect or use the following personal information for the prevention, detection, investigation or prosecution of crimes:**

- Names and contact information, Financial information, e.g. for fraud prevention or detection

**We collect or use the following personal information to comply with legal requirements:**

- Name and account information, Identification documents and any other personal information required to comply with legal obligations

**We collect or use the following personal information to protect client welfare:**

- Names and contact information; Client account information and Emergency contact details

**We collect or use the following personal information for dealing with queries, complaints or claims:**

- Names and contact details; Address; Account information and Correspondence

**How to complain**

If you have any concerns about our use of your data, you can contact us using the contact details at the bottom of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office  
Wycliffe House, Water Lane  
Wilmslow, Cheshire, SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

**How to Contact Us UK**

Reddington Crane & Company Limited

71 – 75 Shelton Street, Covent Garden, London, WC2H 9JQ

T: +44 (0) 207 046 1838

E: [info@reddingtoncrane.com](mailto:info@reddingtoncrane.com)

Reddington Crane & Company is registered in England & Wales with company number 15028557. ICO Registration number ZB716645.

### **How to Contact Us in Saint Vincent & the Grenadines**

Reddington Crane & Company Limited

D'Ville Plaza, Unit F4,

Halifax St. Kingstown

St. Vincent & the Grenadines

E: [svg@reddingtoncrane.com](mailto:svg@reddingtoncrane.com)

Reddington Crane & Company is registered in St Vincent & the Grenadines with the company number: