

Privacy Policy

Ventive Ltd is committed to ensuring that your privacy is protected. Should we ask you to provide certain information, through which you can be identified when using this website or any other part of the business, you can be assured that this information will only be used in accordance with this privacy statement.

Ventive Ltd may change this policy from time to time. This policy is effective from April 2018.

What we collect

We may collect the following information:

- Name and address.
- Contact information including email address and telephone.
- Information relating to your type of property.
- Other information relevant to customer surveys and/or offers.

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular it may be used for the following reasons:

- Internal record keeping.
- To improve our products and services.
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone or mail.
- We may use the information to customise the website according to your interests.

How we process your information

We process personal information based on your convenience as a legitimate business interest and is for our use only. Your information is collected to provide you with relevant information on product updates and industry news. You may update your 'preferences' or 'unsubscribe' from any communication at any time by contacting us at contact@ventive.co.uk.

"Legitimate Interests" means the interests of our company in conducting and managing our business. This is to enable us to give you the best service/products and the best and most secure experience.

When we process your personal information for our legitimate interests, we make sure to consider the potential impact on you and your rights under data protection laws. Our legitimate business interests do not automatically override your interests; we will not use your personal data for activities where our interests are overridden by the impact on you.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Retention of your personal data

We will retain your personal data only so long as we reasonably require in light of the purposes for which we are holding it and all relevant legal, commercial and operational considerations.

If you choose to unsubscribe from receiving marketing emails from us your email address will be held on our email suppression list in order to prevent us from contacting you again via email. This is held under the Legal Obligation basis in order for us to comply with GDPR law.

Subject Access Rights

You have a right to access the personal data that we hold about you. If you would like to exercise that right, you must submit a request to contact@ventive.co.uk specifying the information that you want us to provide you.

We are obliged to respond to any such request within one month of receiving it (subject to limited exceptions).

We will inform you via email following receipt of your request and, if necessary, seek additional information from you about your request.

Accuracy of Information and Corrections

You have a right to have your personal data rectified if it is inaccurate or incomplete. If you become aware that any of the data that we hold about you is inaccurate, you can notify us by emailing contact@ventive.co.uk

Please do this as soon as practical. We are obliged to comply with requests within one month. This may be extended to 3 months where a rectification request is complex.

Deletion/Unsubscribe

You have a right to request the deletion or removal of your personal data where there is no compelling reason for its continued process. In these instances your data will be removed within one month apart from where we hold your email address on our mailing list, where your email address will then be held on email suppression list, which we must hold for legal reasons. You will be notified if any of your data must continue to be held for any legal reasons.

If you would like to exercise this right, you can:

unsubscribe at the end of any marketing email you receive, if you want to unsubscribe. An unsubscribe link is included in every Ventive mail shot email by law.

submit a request to contact@ventive.co.uk We will then consider this request in accordance with obligations under data protection laws.

Restricting use of your personal data

You have a right to block or suppress the processing of personal data in certain circumstances.

If you contest the accuracy of the personal data, processing may be restricted until the accuracy of the personal data has verified. This also applies where you contest that the processing is unlawful.

If you would like to exercise this right, you must submit a written request to contact@ventive.co.uk, specifying the information that you wish us to impose a processing restriction on.

Changes to our Privacy Policy

Ventive reserves the right to modify or amend this privacy statement at any time and for any reason. Nothing contained herein creates or is intended to create a contract or agreement between Ventive and any user visiting the Ventive website.