



We at New Patch recognise the utmost importance of your privacy and have placed a number of measures in place to ensure it is protected.

This policy sets out the following information:-

- how we will collect information about you,
- how we use this information,
- to whom that information is sent, and;
- how you can view and amend the information we hold about you.

All references to 'personal information' in this privacy policy means information which identifies you as an individual or is capable of doing so.

#### **How do we collect information about you?**

We may collect information about you :-

- when you confirm your instruction and provide us with information including contact details, date of birth, payment methods, bank details, etc;
- when you communicate with us/our customer services;
- when you subscribe to our newsletters, or promotions;
- when you take part in surveys or provide us with feedback.

#### **How do we use your personal information?**

We may use this information to:-

- provide you with the products or services you requested and collect payment;
- to inform you about promotions or offers and if you enter into such, to manage that competition or promotion;
- to let you know about any changes to our services;
- to manage our network and databases;
- to prevent and detect criminal activity and fraud;
- for other administrative purposes.

#### **Whom do we disclose the information to?**

- From time to time we will compile aggregate statistics from the information we hold on file.
- These statistics will not contain information that would enable any third party to identify you personally.

- We may disclose your personal information to third parties, but only to the extent necessary to provide and operate the services/products you requested, or as otherwise provided by this privacy policy.
- We will disclose personal information to comply with all applicable laws and lawful requests by the appropriate authorities.

### **How long do we keep the data?**

Unless there is a specific legal requirement to keep the information, we will retain your personal data for no longer than necessary for the purposes for which the data has been collected or for which it is to be further processed.

### **How can you find out what personal information we hold about you?**

If you want to know what personal information we hold about you, please contact our Customer Services (by emailing [info@newpatch.co.uk](mailto:info@newpatch.co.uk)) and enclose a cheque for the administration fee of £10 made payable to us. We would ask that you please provide us with any relevant details to help us find the information you require.

### **How you can amend your personal information?**

You can at any time ask us to amend your personal information if this is incorrect by emailing [info@newpatch.co.uk](mailto:info@newpatch.co.uk)

### **How do we protect your personal information?**

We will protect your personal data by implementing all appropriate security measures. We are registered with the Data Protection Agency under reference number, PZ3195299.

### **Changes to our privacy policy**

We may make changes to our privacy policy from time to time. Your continued use of our services/products indicate your agreement to the use of your personal information as set out in this privacy policy.