

Our Privacy Statement

We and our website comply to the DPA (Data Protection Act 1998) and already complies to the GDPR (General Data Protection Regulation) which comes into effect from May 2018. We will update this policy where required accordingly after the completion of the UK's exit from the European Union.

Website Visitor Tracking

This website uses tracking software to monitor its visitors to better understand how they use it. The software will save a cookie to your computer's hard drive in order to track and monitor your engagement and usage of the website, but will not store, save or collect personal information unless specified in relation to an Online Booking.

Contact & Communication with us

Customers contacting us through this website do so at their own discretion and provide any such personal details requested at their own risk. Your personal information is kept private and stored securely until a time it is no longer required or has no use.

Where we have clearly stated and made you aware of the fact, and where you have given your express permission, we may use your details to send you products/services information through a mailing list system. This is done in accordance with the regulations named in 'The policy' above. Customers contacting us via telephone are given the option to leave contact details, this information is held for 30 days without written consent. The reasons for the storing of this information are stated in this policy.

Email Mailing List & Marketing Messages

We operate an email mailing list program, used to inform subscribers about products, services and/or news we supply/publish. Any new clients to our business will not be automatically opted in for any kind of marketing. Any existing customers may have been opted in automatically under previous privacy laws. If you wish to be unsubscribed from any kind of marketing lists then please inform us via phone, email or by clicking unsubscribe in the emails themselves.

Cookie policy

By visiting this website with your browser settings adjusted to allow cookies, you are consenting to TCW Accountancy and Training Services using cookies for the purposes described below to provide you with a fully efficient browsing experience.

Our cookie policy:

Please note: to make full use of TCW Accountancy and Training Services website and to benefit from a selection of personalised features, your computer, tablet or mobile phone will need to be set up to accept cookies.

- TCW Accountancy and Training Services uses cookies to deliver the best user experience possible, without them we wouldn't be able to do things such as remember your preferences or enable you to store

products in your basket. The cookies we use don't store sensitive data such as your name, address or payment details and they can't harm your computer.

- The data we collect through these cookies is solely to improving our website and your browsing experience – it is never used to identify you and we would never share or sell on this data.

What is a cookie?

A cookie is a small text file which is downloaded and stored on your computer or mobile device by websites that you visit.

Your browser accesses the cookie file only when you visit the website that produced it. This helps to ease your navigation by automatically logging you in and remembering things like your preferences and what's in your shopping basket.

The information stored within any given cookie can only be accessed by the website that created it and cookies are limited to communicating only the information that you have disclosed to the site.

Types of cookie:

Session (or Transient) Cookies

Session cookies are stored in your computer's memory for the length of your browsing session. They become inaccessible after the session has been inactive for a time and are automatically deleted from your computer when the browser is closed. They allow you to move from page to page without having to log-in repeatedly. Persistent (or Permanent) Cookies

Persistent Cookies

Persistent cookies are stored in your computer memory and are not deleted when the browser is closed. They are used to keep your preferences for the website, so they will be remembered for next time you visit the website. They are also used to collect information about the numbers of visitors, the average time spent on a particular page and analyse shopping behaviour on the website. This information is used to find out how well the website works and where it can be improved.

Flash Cookies (or Locally Shared Objects)

You probably have Adobe Flash installed on your computer. Websites that contain Flash can also store small files on your computer that are used in the same way as cookies.

Flash cookies can also back up the data that is stored in other cookies. When you delete cookies, your Flash cookies are not affected. So a website may still recognise you if it backed up the deleted cookie information on a Flash cookie.

Sharing with social networks

If you use the badges that allow you to share products and content with your friends via social networks like Twitter and Facebook, these companies may set a cookie on your computer memory. Find out more about these here:

<https://www.facebook.com/about/privacy/>

<http://twitter.com/privacy>

<http://www.google.com/intl/en-GB/policies/privacy/>

Social Media Policy & Usage

We adopt a Social Media Policy to ensure our business and our staff conduct themselves accordingly online. While we may have official profiles on social media platforms, users are advised to verify authenticity of such profiles before engaging with or sharing information with such profiles. We will never ask for user

passwords or personal details on social media platforms. Users are advised to conduct themselves appropriately when engaging with us on social media.

There may be instances where our website features social sharing buttons, which help share web content directly from web pages to the respective social media platforms. You use social sharing buttons at your own discretion and accept that doing so may publish content to your social media profile feed or page.

Storing and use of data, photographs and CCTV

Your personal information is only used for the purposes stated above and is stored on a secure platform in our software. Photographs taken are stored and used only for marketing purposes and have been consented for