

PRIVACY POLICY

CREST (GB) Limited (hereafter referred to as “CREST”) will use its best endeavours to safeguard the privacy of its website visitors. This policy explains the website data processing practices of the Company.

What information do we collect?

You provide most of such information when you request further information about our services, make an enquiry or communicate with us regarding our services. As a result of those actions, you might supply us with such information as your title, name, email address and phone number. We will also collect information from you if you complete any forms on our site or if you contact us with comments or specific requests.

What do we use personal information for?

CREST may use the personal information you provide us with to respond to your requests, communicate with you about our work for you, tell you about CREST services, update our records when necessary or for marketing purposes unless you agree that we may not do so. We may pass your details on to third party service providers who are contracted to CREST in the course of dealing with your request. These third parties are obliged to keep your details securely, will use them only to fulfil the request and will dispose of the details when the request is complete.

We will never collect sensitive information about you without your explicit consent.

Please note that in agreeing to share these details you have not forfeited your rights as prescribed under the Data Protection Act 1998 and the Company will continue to apply the same level of care to safeguard your privacy and use of your information across all our services. Your service entitlement from the Company will not be affected should you decide not to allow your data to be shared in this way or you change your mind at any time in the future.

How secure is information about me?

We maintain physical, electronic and procedural safeguards in connection with the collection, storage and disclosure of customer information. Our personnel who have access to the data have been trained to maintain the confidentiality of such information.

How long is data kept?

The personal information you provide to us will be retained only for as long as necessary to fulfil the purposes for which the information was collected, or as required by law.

If you choose to visit <http://crest-approved.org>, your visit and any dispute over privacy is subject to this Privacy Notice, including limitations on damages and application of the laws of England. If you have any concern about privacy at <http://crest-approved.org>, please email us a thorough description and we will do our best to investigate it.

As our business changes, so may our Privacy Notice. You should check our website frequently to see recent changes. Unless stated otherwise, our current Privacy Policy applies to all information that we have about you.

Does CREST share the information it receives?

Client privacy is an important aspect of our business and we do not sell it to others. CREST would share client information only as described below.

Business transfers: as we continue to develop our business, we might sell or buy other companies, subsidiaries or business units. In such transactions, customer information generally is one of the transferred business assets but remains subject to the promises made in any pre-existing Privacy Notice (unless, of course, the customer consents otherwise). Also, in the unlikely event that CREST or substantially all of its assets are acquired, customer information will of course be one of the transferred assets.

Protection of CREST: we release account and other personal information when we believe release is appropriate to comply with law or to protect the rights, property or safety of <http://crest-approved.org>, our users or others. This includes exchanging information with other companies and organisations for

fraud protection and credit risk reduction. Where required by law, we will notify you if such disclosures are necessary.

Email Messages

You may receive e-mail messages from CREST on matters that we consider may be of interest to you, if you have provided your email address to us for this purpose.

Information to improve our site

We collect web statistics automatically about your visit to our site. This information is used to help us follow browsing preferences on our site so that we can regularly improve our web site. These statistics do not contain personal data and cannot be traced back to an individual.

Subject Access Requests

Under the Data Protection Act 1998, you can make a formal request for the following information:

- clarification that your personal data are being processed by the Company;
- a description and copies of such personal data;
- the reasons why such data are being processed;
- details of to whom they are or may be disclosed;

If you wish to make a “subject access” request, please contact the CREST Data Controller. You may view the Company's Data Protection Notification (Reg No.: ZA037865) by visiting the Data Information Commissioner's Web site.

Contact

If you have any comments or concerns regarding this policy please contact CREST's Data Controller via email at admin@crest-approved.org.