

Ranguard Privacy Notice

Here at Ranguard we are committed to protecting your personal information when you use our services, obtain our products or otherwise interact with us.

This privacy notice was last updated on 25 May 2018

What this notice applies to: This notice applies to personal information we collect about you when you interact with us (for example when you use our websites such as www.ranguard.co.uk), or that we collect from third parties, as described in this privacy notice. It sets out:

- i. what information we collect, and from whom;
- ii. how we use that information;
- iii. who we share your information with;
- iv. how your information is protected;
- v. your rights in relation to the information we hold about you; and
- vi. how long we keep your information.

1. What information does Ranguard collect?

Information you provide to us voluntarily:

You may give us your personal information when you:

- order products and services from us;
- use our products and services;
- use, or provide a comment or write a review on, our websites;
- correspond with or contact us;
- interact with us on social media platforms;
- sign up to one of our newsletters or other communications;
- take part in our research;
- request a call back through our websites;
- get involved with one of our campaigns, Ranguard Conversations or blogs; or
- otherwise interact with us or provide information to a third party to be referred to us.

Where we request information from you we will collect the information set out in the relevant forms or pages, or as explained to you over the telephone. You may choose to provide additional information to us when you contact us or otherwise interact with us or provide information to a third party to be referred to us.

Information we collect from third party sources:

On occasions, we acquire information from another company, for example from an estate agent or landlord. Where this happens we will take appropriate steps to assure ourselves that your information was collected legally.

2. What types of information does Which? process?

We collect, store and use the following types of information:

- your name and contact details (including your postal address, telephone number, email address(es), your membership number and social media identity);
- financial information such as bank details or credit/debit card details where you provide this to make a payment;
- details about the products and services we provide to you;
- details about how you use our products and services;
- information you provide on other individuals (for example dependants);
- information provided when you use our products or services, including where you are seeking guidance or advice;
- correspondence you have had with us;
- comments and reviews you have left on our websites;
- your contribution to any research you take part in;
- information about your computer / mobile device and your visits to and use of our websites, including for example your IP address;
- details about you that are stored in documents in different formats, or copies of them; and
- any other information shared with us as described in section 1 above.

In order to receive certain services via the websites (e.g. access to our Best Buys and Don't Buys recommendations), you will need to create a Which? ID. The information that you provide when setting up your Which? ID includes your name, address, email address and payment card details. If you register to set up a Which ID, you will also have a unique password which enables you to access your account.

3. How does Which? use my information, and on what legal basis?

The following sections describe in more detail how Which?, or one of the companies who work on our behalf, may use your information, and in particular the legal grounds on which we rely in doing so.

What we use your personal information for

We use the information collected for a number of purposes, including:

- to deliver our products and services;
- to make and manage payments;
- to manage our relationship and communicate with you;
- to provide you with advice or guidance about our products and services;
- to respond to complaints and seek to resolve them;
- to conduct research and surveys;
- to develop and carry out marketing activities and competitions;
- to develop and manage our products and services and test new products and services;
- to better understand our customers and consumers in general, and study how our customers use products and services from us and other organisations
- to train our staff and measure the quality of the service we give you; and
- to obey laws and regulations that apply to us.

The legal grounds we rely on to process your information

The legal grounds on which we rely are:

- to fulfil our contractual obligations (for example in order to provide the products or services requested and to contact you if a problem arises with them);
- to pursue our legitimate interests (for example to facilitate your use of our websites, including obtaining products or services via our websites, or for marketing);
- your consent; and / or
- to fulfil a legal duty.

Legitimate interests

When we rely on our legitimate interests, these are as follows:

- keeping our records up to date;
- charging for products and services;
- developing products and services;
- marketing our products and services;
- administering our websites and keeping them safe and secure;
- ensuring that content is presented in the most effective manner for you and your devices;
- facilitating your use of our websites, including obtaining products or services via our websites;
- measuring the use of our websites and improving their content and accessibility;
- measuring and understanding the effectiveness of advertising, and delivering relevant advertising to you;
- tailoring content and our communications so that they are most relevant to you;
- carrying out campaigns work and developing Ranguard policy;
- complying with legal and / or regulatory requirements;
- identifying consumer trends;
- understanding products, services and the consumer experience; and
- informing and generating content (for our editorial outputs and other channels)

4. Who does Ranguard share my information with?

We, or one of the companies who work on our behalf, share your personal information with the following third parties:

We share your information between companies in our group for the following purposes:

- providing you with the products and services you obtain from us;
- responding to requests to exercise your rights;
- responding to complaints and seeking to resolve them;
- keeping our records up to date;
- charging for products and services;
- developing products and services; and
- informing and generating content (for our editorial outputs and other channels).

All members of our group are based in the UK and comply with similarly high standards in the treatment of your information and will use it only for the purposes set out in in this privacy notice.

- Social media companies, search engines and advertising platforms

A social networking widget may be found in many of our pages. This widget gives you the tool to bookmark our websites, blog, share, tweet and email our content to a friend. Your interaction with this tool, or being on the same webpage while being logged into these services, will result in further cookies from these social media companies being placed on your system.

- Other third parties

These third parties may be companies with which we have a relationship in relation to products and services provided to you, companies through which you have contacted Ranguard or companies you ask us to contact on your behalf.

Other circumstances in which we will disclose your information

We will disclose your information to local and foreign regulators, governments, law enforcement authorities, advisors, courts, tribunals and arbitrators when we have a legal obligation to do so or when we believe our compliance with the request to be fair, reasonable and lawful, e.g. to detect, prevent or investigate security breaches, fraud or other crimes.

We will also disclose your information to establish, exercise or defend legal claims, for example: (i) to enforce our Terms and Conditions; (ii) to ensure the safety and security of our users, consumers and third parties; and (iii) to protect our rights and property and the rights and property of our website visitors, consumers and third parties..

5. What are my data protection rights?

You have the following rights in relation to your personal data:

- Access: The right to request access to and a copy of your personal information (which can be done by emailing info@ranguard.co.uk);
- Restriction: You can ask us to pause processing your information in certain circumstances (e.g. you are disputing its accuracy);
- Rectification: You can have any inaccuracies in your personal information corrected;
- Deletion: You can ask us to delete all your personal information in certain circumstances (e.g. if the information is no longer necessary for the purposes for which it was collected);
- Objection: You can object to us processing your personal information in certain circumstances;
- Objection to marketing:
- Portability: You can ask us to transfer your information electronically to you or another organization in certain circumstances;

Please be aware that you are under no obligation to provide us with your personal information. However, failure to do so may, in some circumstances, prevent us from being able to provide you with products and services, or otherwise interact with you.

When exercising your data protection rights we may ask you to verify your identity in order to help us respond efficiently to your request.

We want to make sure that your personal information is accurate and up to date. Please always let us know if you think that it is not and needs updating.

6. How long is my information retained?

Whenever we collect or process your personal data, we will only keep information about you for as long as we need to fulfil the purposes for which we are processing your information. At the end of that retention period, your data will either be deleted or anonymised. Examples of our retention periods are:

7. Marketing and advertising

We may use the information you provide to send you communications about Ranguard's products and services and/or Ranguard's campaign work. This might be by telephone or postal marketing in furtherance of our legitimate interests, or for marketing by email or SMS, with your consent.

8. How may I contact Ranguard's about its privacy notice?

You can contact us by post, telephone and email as follows:

Email:

Info@ranguard.co.uk

Postal Address:

73 Everest Way, Hemel Hempstead, HP2 4HY

Telephone number: 01442 211826