

## DATA AND PRIVACY POLICY

Answered Limited ("we" / "our" / "us") is committed to protecting and respecting your privacy. This policy sets out the basis on which any personal data that we collect from you, or that you provide to us, will be processed including when using any of our websites ([www.lawanswered.com](http://www.lawanswered.com), [www.gdlanswered.com](http://www.gdlanswered.com), [www.lpcanswered.com](http://www.lpcanswered.com), and [www.llbanswered.com](http://www.llbanswered.com)).

Please read the following carefully to understand how we will treat your personal data.

### 1. ABOUT US

Answered Limited is a company registered in England under company number 09391299 whose registered office is at 23 Skyline Village Limeharbour, London, E14 9TS. Answered Limited is the data controller in respect of your personal data. This means that we are responsible for deciding how we hold and use your personal data.

### 2. WHAT INFORMATION WE COLLECT AND HOW WE WILL USE IT

We collect personal data so that we can operate effectively, fulfil orders you place on our websites and provide you with the best possible service. You may choose not to provide certain information but if you do, and that information is necessary to fulfil your order, you may not be able to place an order via our websites. We will only use your personal data where we have a valid lawful basis to do so.

The table below summarises what information we collect about you, explains how we intend to use it and what our legal basis is for using it.

<b><i>What information will we collect about you?</i></b>	Your name, address, email address and phone number Feedback, questions and other information you provide when you contact us (e.g. for customer support)
<b><i>How will we collect information about you?</i></b>	Information is collected whenever you place an order with us or otherwise contact us.
<b><i>Why are we processing information about you?</i></b>	To fulfil your order and to provide customer support, including dealing with enquiries, correspondence and complaints To resolve disputes and to prevent fraud. To send you marketing communications (where you have not opted out).

***What is our legal basis for processing information about you?***

To allow us to perform our contract with you.

To enable us to pursue our legitimate interests to:

- deliver products that you have requested;
- improve our services; and
- protect our rights.

Please note that your payment details are processed by our third party payment provider, Stripe. We do not have access to your payment information. You can learn more about Stripe's use of your data here: <https://stripe.com/gb/privacy>.

We have a duty to process personal data fairly, lawfully and in a manner that you would expect given the nature of our relationship with you. Where we have a legal basis to use your personal data without consent, this policy fulfils that duty by giving you appropriate notice and explanation of the way in which your personal data will be used.

### **3. CHANGE OF PURPOSE**

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

### **4. SHARING YOUR INFORMATION**

4.1 You acknowledge that we may share your personal data with your consent or as necessary with selected third party service providers that support us in the performance of the activities set out in the table above. When you contact our customer services email address (listed on our website and invoices) or make a purchase we will share your information with our third party fulfilment provider. We have a data processing agreement with our third party fulfilment provider under which that third party acts as a data processor to use your information strictly in accordance with the law to answer your queries and/or fulfil your order.

4.2 We may also share your personal data with other third parties. We may also need to share your personal data with a regulator or otherwise to comply with the law.

4.3 We do not allow our third party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes in accordance with our instructions.

4.4 We have summarised below the main categories of third party service providers that process personal data about you:

- (a) Stripe – our third party payment processing partner;
- (b) Suppliers and sub-contractors – for support with logistics and fulfilment services, and customer support services.
- (c) LiveBook Limited and Knowledge Point – providers of our third party software, “MyLiveBook”.
- (d) Analytics and search engine providers – we use Google Analytics to collect standard internet log information and details of visitor behaviour patterns. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. This information is only available to us in anonymised form.

## **5. STORING YOUR INFORMATION**

- 5.1 The personal data that we hold about you will only be processed and stored within the European Economic Area.
- 5.2 We will only retain your personal data for as long as is necessary to fulfil the purposes we collected it for, including for the purposes of fulfilling your order and satisfying any legal, accounting or reporting obligations. For example, we may need to retain some of your personal data for 6 years after you have made a purchase from us for legal reasons.

## **6. KEEPING YOUR INFORMATION SECURE**

- 6.1 We have put in place measures to protect the security of your information.
- 6.2 Please be aware that the transmission of information via the internet, including access to email and other accounts, is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of the information transmitted to our site nor discussed over email with us and you acknowledge that any transmission is at your own risk. Once we have received your information, we will use our internal procedures and security features to try to prevent unauthorised access or inadvertent disclosure.

## **7. YOUR RIGHTS**

- 7.1 You have the right under data protection laws to access information held about you, subject to certain conditions, and to request its rectification or deletion. In certain circumstances you also have the right to object to or restrict our processing of your personal data, and to request the transfer of your personal data to another party.
- 7.2 If you would like to access, update or amend the information which we hold about you or would like us to stop using your personal data, please contact us using the details below.

## **8. MARKETING**

8.1 We may send you emails from time to time with information which may be of interest to you about our business and products (such as information about the release of new or updated products, or about forthcoming promotions).

8.2 You have the right at any time to stop us from contacting you for marketing purposes. If you no longer wish to be contacted for marketing purposes, you can unsubscribe by emailing us using the contact details below.

## **9. CHANGES TO THIS PRIVACY POLICY**

We keep our privacy policy under regular review and will post any updates on this webpage. This privacy policy was last updated in April 2020.

## **10. HOW TO CONTACT US AND COMPLAINTS**

If you have any questions about this privacy policy or how we handle your personal data, or for any reason you are not happy with the way that we have handled your personal data, please contact us at [help@lawanswered.com](mailto:help@lawanswered.com). If you are still not happy after contacting us, you have the right to make a make a complaint to the Information Commissioner's Office.