

## **THE NEXT LEVEL – PRIVACY POLICY**

### **PROTECTING YOUR PRIVACY**

At The Next Level, we are committed to protecting the privacy and security of our customers, app users and website visitors. This page aims to help you to understand what information we might collect about you and how we use it.

For all our services, the data controller — the company that is responsible for your privacy, is TNL Systems Limited, registered Company Number: 7059486. Our Office address is Unit 2 Chiltern Court, Asheridge Road, Chesham, Buckinghamshire, HP5 2PX. The registered address is our accountant's office which is Wilkins Kennedy, Bell Lane, Amersham, Buckinghamshire, HP6 6FA.

Any questions regarding this policy and our privacy practices should be sent by email to [privacy@thenextlevel.co.uk](mailto:privacy@thenextlevel.co.uk) or by writing to us at our Registered Office address. Alternatively, you can call us by telephone on 0844 809 4996.

### **WHAT THIS POLICY IS ABOUT**

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### **1.00 - HOW WE COLLECT INFORMATION**

We obtain information about you in various ways when you use our website or contact us by telephone or email. Other information we collect when you browse our website may include your IP address and device type.

## **2.00 - THE TYPE OF INFORMATION THAT IS COLLECTED**

Account Information: If you make a telephone or email enquiry, the personal information we collect might include name, address, date of birth, landline and/or mobile phone number and email.

Transactional information: If you purchase products or services from us, we might collect debit or credit card details from you. In these circumstances, we do not retain your card information. It is provided to and collected by a third-party payment processor, who specialise in the secure online capture and processing of credit/debit card transactions. Please visit [www.sagepay.co.uk](http://www.sagepay.co.uk) to view their Privacy Policy.

Other information you provide to us: such as that requested in email or over the telephone to facilitate the provision of services to you.

Online usage information: When you visit or browse our website, we may gather information, which may include information about your website visit or use of our products or services using cookies (as described in the Cookies section below).

### **When you send us your information?**

Unfortunately, the transmission of information via the Internet is not completely secure. Although we will do our best to protect your personal information, we cannot guarantee the security of your information transmitted to our site. Any such transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

## **3.00 - WHAT WE DO WITH INFORMATION WE COLLECT FROM YOU**

We use your information in several different ways and what we do depends on the information.

When a customer or prospective customer provides us with information over the telephone, over email or in person, we may capture and store that information within our company file system. This information is only used by us to facilitate the provision of products and services to a customer or prospective customer.

We will only use your personal information for legitimate business purposes to provide the products or services you have requested from us or in which you have expressed an interest. These may include some or all the following:

- To provide you with the information, customer service, products and services that you request from us
- To send you service messages by text or email
- To process an order or complete a transaction
- To verify you are aged 16 or over
- When you consent, to provide you with information about goods and services we offer that are like those that you have already purchased or enquired about, by email or over the phone.

Whenever we process data for these purposes we will ensure that we always give your personal data rights a high priority. Moreover, it is your right not to provide us with any personal information. However, we may not be able to provide you with some or all our services if you do not. We will not share your information for marketing purposes with companies outside of our group.

## Google Analytics

Our website makes use of Google Analytics for online visitor tracking – you can read more about cookie privacy and Google Analytics at: <http://www.cookie-law.org/google-analytics-eu-cookie-law.aspx>

## **4.00 - MARKETING**

If you have given us consent, we may send you marketing messages by email. For example, we may send you information about our latest news, products, exclusive offers or events. Customers who consent to receiving marketing emails will always have the option to unsubscribe at any point via a link at the bottom of every email they receive.

Customers enquiring online are not automatically added to a marketing database and will not be sent unsolicited email marketing without first being asked if they would like to opt in to receive marketing material.

## Testimonials

If you give us feedback, we may use it to improve our services and we may publish it online or offline to promote our business and our services. We will ask for your consent before we publish it.

## **5.00 - COOKIES**

Our website makes use of Google Analytics for online visitor tracking – you can read more about cookie privacy and Google Analytics at: <http://www.cookie-law.org/google-analytics-eu-cookie-law.aspx>

We will not share cookies or any of your data with any other company outside of our business.

## Blocking or removing cookies

If you don't want our website to store information on your computer or mobile device, it is possible to block some or all cookies, or to delete cookies that have already been set; but you need to be aware that you might lose some functionality, and, in these circumstances, we may not be able to provide you with some or all our products and services. For information on how to control cookies being stored on your computer please see [www.aboutcookies.org](http://www.aboutcookies.org).

## **6.00 - KEEPING YOUR INFORMATION**

We'll hold on to your information for as long as is needed to be able to provide the services to you that you have requested.

If reasonably necessary or required to meet legal or regulatory requirements we may also keep hold of some of your information as required, even after it is no longer needed to provide services to you.

## **7.00 - CONTROLLING YOUR PERSONAL INFORMATION**

We want to make sure that your personal information is accurate and up to date. If you would like to delete or make changes to your personal details, you can do so by getting in touch with our Office on 0844 809 4996.

We request your consent to agree to receive marketing emails. If you consent but decide you would like to delete or make changes to your personal details, you can do so by getting in touch by emailing [privacy@thenextlevel.co.uk](mailto:privacy@thenextlevel.co.uk) or you can unsubscribe at any time by following the link in our emails.

You have the right under applicable data protection laws to access information held about you and you can do so by contacting us using the details provided below in this policy.

## **8.00 - YOUR RIGHTS**

You have many rights relating to your personal information:

- The right to be informed about how your personal information is being used
- The right to request access to personal information held about you and a copy of it;
- The right to obtain, without undue delay, the rectification of inaccurate or incomplete personal data
- The right to request that we delete your data, or stop processing it or collecting it, in some circumstances
- The right to withdraw consent and stop direct marketing messages
- The right to object to the processing of personal data in certain circumstances, for example, where The Next Level processes personal data for legitimate purposes but you do not feel that your interests or fundamental rights and freedoms have been protected
- The right to request that we transfer or port elements of your data either to you or another service provider on your behalf where technically feasible
- The right to complain to your data protection regulator which, in the UK, is the Information Commissioner's Office

## **9.00 - SHARING YOUR INFORMATION**

We promise to keep your details, including your name, address, email or credit card information safe and will never sell your data on to any third party.

However, we share your data with the following categories of companies as an essential part of being able to provide our services to you, as set out in this statement:

- Companies that carry out procedures to get your purchases to you, such as payment service providers and delivery companies
- Professional service providers, such as marketing agencies or website hosts, who help us run our websites
- Credit reference agencies, law enforcement and fraud prevention agencies, so we can help tackle fraud
- Companies approved by you: for example, third party service providers such as satellite or cable TV or broadband providers with whom we are communicating on your behalf as part of our service to you

- Relevant contractors involved in providing service to you, such as architects and interior designers who are working alongside us on projects you have appointed them on.

We may provide third parties with aggregated but anonymised information and analytics about our customers that does not identify you.

### **10.00 - CHILDREN**

We aim to protect the privacy of children aged 16 or under. If you are aged 16 or under, please ask your parent or guardian's permission before you provide us with personal information.

### **11.00 - CHANGES TO OUR PRIVACY POLICY**

From time to time we may change our privacy policy to reflect how we are processing your data. We will always update the privacy policy on our website, so please try to read it when you visit the website.

This privacy policy was last updated in May 2018.

### **12.00 - HOW TO CONTACT US**

If you have any questions relating to your online privacy with The Next Level, please contact [privacy@thenextlevel.co.uk](mailto:privacy@thenextlevel.co.uk), call 0844 809 4996 or write to us at Unit 2 Chiltern Court, Asheridge Road, Chesham, Buckinghamshire, HP5 2PX