



Privacy Policy

How do we collect information?

We obtain and process personal information whenever personal contact is made either by social media, telephone, letter, email or via our website. It may also include, without limitation, name, address, telephone number, e-mail address, age, nationality, a record of our contact history with you and comments from third parties. Our records derive from information collected directly from you, publicly available sources and third parties.

When you use our website, we will also collect data for the following purposes (this list is not exhaustive):

- Any requests you send us, such as a request for information about our services.
- To administer, protect and improve our website and systems.
- To gain a better understanding of visitors to our website.
- To compile aggregated statistics about website usage; market research.
- To inform you about our services.

How is your information used?

We may use the information we collect from you when you register, use our service, sign up for our newsletter, respond to a survey or marketing communication, surf the website, or use certain other site features in the following ways:

- To personalise your experience and to allow us to deliver the type of content and product offerings in which you are most interested.
- To improve our website in order to better serve you.
- To allow us to better service you in responding to your customer service requests.
- To follow up after correspondence (social media, email or phone inquiries).

How is your information stored?

Your information is maintained on our database, which is secure and accessible only to Andiamo employees. We are not in the business of selling or renting your information to third parties and do not share your personally identifiable information with others. The only exceptions where your information may be disclosed on a confidential basis are to:

- Clients who will also need to process your information for the purposes we have described in this privacy notice.
- Third parties when required by law.

- Service providers, but only to the extent necessary to perform work directed by us (such as security services, web hosting, background checking and other administrative services).

Personal information is retained until the purposes have been fulfilled or otherwise required by law and we will keep your personal information no longer than necessary.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems and take appropriate measures to protect your personal information from loss, misuse, unauthorised access, disclosure, alteration and destruction.

How to access and update your information

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

You have the right to request a copy of the information that we hold about you and you can request that we erase that information. If you would like a copy of some or all your personal information, please email us at chloe@andiamoassist.co.uk. We may make a small charge for this service.

Transferring your information outside of Europe

As part of our services offered to you, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if our clients are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this privacy notice.

Use of 'cookies'

Like many other websites, the Andiamo website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. This helps us to improve our website and deliver a better more personalised service.

Other websites

Our website contains links to other websites. This privacy notice only applies to the Andiamo website so when you link to other websites you should read their own privacy policies.

Review of this policy

We keep our privacy policy under regular review. This privacy policy was last updated on 20th June 2024.

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you by email at chloe@andiamoassist.co.uk