

## **Privacy Policy & Cookies**

**Grow Business Support are committed to ensuring your personal details and confidentiality are protected, and used within accordance of this policy.**

**Any information collected through either this website, or through your work with us will be used in accordance with their policy, and never passed onto any other third party unless legally required to do so.**

### **What we may collect -**

1. Name/Address/Contact Details
2. Business Name & descriptions
3. Passwords/access to systems in use including existing websites, social media platforms, scheduling tools
4. Client/staff details
5. Financial information - overall turnover, broad financial story of the business

We collect the above information in order to work appropriately with you . Details will only be used for the purpose given and never shared with anyone. Appropriate record keeping systems are in place to protect information collected, and access can be taken away from Grow Business Support at any given time.

We may with some projects have access to client information from your business, for example , though Wix back end systems. This will not be accessed by us, and if anything is seen it will be kept entirely confidential. This is also covered in our Terms and Conditions.

All conversations with you will be covered but this policy, and no information will be shared about your business unless we have permission to do so. For a lot of our services we are required to have access to systems, and your business in general, which takes trust - please rest assured that we do not take this lightly.

### **We collect information from several sources including;**

- Our website/contact forms
- Emails
- Referrals
- Other contact initiated by the customer

- Social media contact
- In person conversations
- Online meetings

## **Image Sharing**

We regularly share anecdotal references to work we are caring out, and images of such work on our website and social media channels. This is referred to in our terms and conditions, and no non publicly available details will be shared without your permission.

## **Security**

We are committed to keeping your business, information, and systems secure and have appropriate measures in place to ensure this.

## **How we use cookies**

A cookie is a small file which asks permission to be placed on your computers hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web traffic and improve our web page in order to tailor it to customer needs. We only use this information for statistical analysis's purposes and then the data is removed from the system. Overall cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies but you can usually modify your browser settings to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

## **Controlling your personal information**

We do not share, advertise or sell your information to any others, unless we have been required by law to do.

If you wish to see the information we hold for yourself, please contact [kirsty@growbusinesssupport.co.uk](mailto:kirsty@growbusinesssupport.co.uk). A small fee may be charged to do so.