

Privacy Policy

This privacy policy sets out the basis on which any personal data we collect from you, or that you provide us with, will be processed by us.

Any information you give us will be treated in accordance with the Data Protection Act 1998. We won't try to sell you anything and you won't receive unsolicited telephone calls or mail from us or any third parties. Your information will be used for quality, training and evaluation purposes, to help us monitor and improve the service.

Please notify us by email to consumer.queries@figaroweb.co.uk if you have provided us with personal information and you do not wish your personal information to be used as described below, or you wish to see the personal information we hold about you as a result of your contact with us.

What information are we collecting?

- If you contact us by phone
We may ask for personal information about you, such as your name, address, telephone number or date of birth. To improve our service, all calls are recorded for quality, evaluation and training purposes.
- If you contact us by letter or email
We log personal information about you, such as your name, email address, address, telephone number or date of birth.

What will we do with this information?

We will use your personal information to provide you with any information or services that you ask for, or to reply to any correspondence. We will also use it to analyse information such as where in the country users come from, what type of questions they are asking, and whether the service was able to give them information or guidance that was useful.

We also want to hear users' views on the service and any improvements they might

suggest. If this is something you agree to help us with, then we would need to pass on your contact details to the independent research agency commissioned by us so that they can get in touch with you. Neither we nor our appointed agency will try to sell you anything. If we would like to use your information for any other purpose than those stated above, we will contact you to ask for your consent.

Who will see this information?

All personal information will be fully protected in accordance with the Data Protection Act and will be kept strictly confidential. The only people with access to it will be those involved in providing or evaluating the service. This policy does not cover and services that we may refer you to in order to complete your enquiry.