



1. Privacy Policy

1.1. Definitions

- 1.1.1. 'FCIR' means Forensic Collision Investigation and Reconstruction Ltd. Registered in England and Wales, Company Number 9661696. VAT Registration Number 264034131. The term FCIR and its associated Logos are protected by Trademark UK00003250646.
- 1.1.2. 'The Site' refers to <http://www.FCIR.co.uk>.
- 1.1.3. 'You', 'Your' and 'User' means the person, persons or company visiting the website or contacting FCIR.
- 1.1.4. 'Services' and 'Provision' mean the contact/sale or other interaction the User has instigated with FCIR.
- 1.1.5. 'Personal Information' means personally identifiable information which may include, but is not limited to your name and contact information such a telephone number, email address and postal address.
- 1.1.6. The headings in these Terms and Conditions are for convenience only and shall not affect their interpretation.

1.2. Introduction

- 1.2.1. This Policy informs You of FCIR's policies regarding the collection, use and disclosure of Personal Information we receive from users of the Site.

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- 1.2.2. We use your Personal Information only for providing and improving the Site. By using the Site, you agree to the collection and use of information in accordance with this policy.

1.3. Information Collected and Use

- 1.3.1. While using the Site, FCIR may ask You to provide certain personally identifiable information that can be used to contact or identify You.

1.4. Log Data

- 1.4.1. Like many site operators, FCIR collect information that your browser sends whenever You visit the Site ("*Log Data*").
- 1.4.2. This Log Data may include information such as Your computer's Internet Protocol ("IP") address, browser type, browser version, the pages of our Site that You visit, the time and date of Your visit, the time spent on those pages and other statistics.
- 1.4.3. In addition, FCIR may use third party services such as Google Analytics that collect, monitor and analyse activity on the site.
- 1.4.4. This information is used exclusively for internal purposes and will never be used for marketing purposes.

1.5. Cookies

- 1.5.1. Cookies are files with small amount of data, which may include an anonymous unique identifier. Cookies are sent to Your browser from a web site and stored on Your computer's hard drive.
- 1.5.2. Like many sites, FCIR use "cookies" to collect information. You can instruct Your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, You may not be able to use some portions of the Site.

1.6. Security

- 1.6.1. The security of your Personal Information is important to us, but remember that no method of transmission over the Internet, or method of electronic storage, is 100% secure. Whilst FCIR strive to use commercially acceptable means to protect Your Personal Information, we cannot guarantee its absolute security.

1.7. Changes to this Privacy Policy

- 1.7.1. This Privacy Policy is effective as of 1st May 2018 and will remain in effect except with respect to any changes in its provisions in the future, which will be in effect immediately after being posted on this page.
- 1.7.2. FCIR reserve the right to update or change our Privacy Policy at any time and You should check this Privacy Policy periodically. Your continued use of the Service after we post any modifications to the Privacy Policy on this page will constitute Your acknowledgment of the modifications and Your consent to abide and be bound by the modified Privacy Policy.
- 1.7.3. If we make any material changes to this Privacy Policy, we will notify You either through the email address You have provided us, or by placing a prominent notice on our website.

1.8. Contact Us Form and Book Sales

- 1.8.1. As part of the provision of services, FCIR will retain contact details and postal addresses for You when direct contact is made through the website, or a purchase is made through the website. FCIR will keep those details on file for the purpose of the provision.
- 1.8.2. FCIR will keep this data secure as is reasonably practicable in accordance with *Section 1.6 Security*.

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- 1.8.3. FCIR will endeavour to keep the information accurate, however will not, unless requested, contact You directly to ensure currency of information.
- 1.8.4. FCIR will only release information to a properly appointed authority.
- 1.8.5. Should You require access to this information, please contact FCIR directly.
- 1.8.6. Should You require Your details to be removed from or updated within FCIR's records then contact FCIR directly.
- 1.8.7. Should there be a dispute between the You and FCIR in the way in which Your data has been stored or handled, FCIR will attempted to reach a resolution directly with you in the first instance. Should this not be acceptable, FCIR will appoint a third party expert for dispute resolution in this field.

1.9. Instructions and Authorised Works

- 1.9.1. FCIR are committed to complying with GDPR and associated best practice with regards to the use of personal information.
- 1.9.2. FCIR is registered with the Information Commissioner's Office, reference number ZA397165.
- 1.9.3. When proceeding to instruct FCIR to conduct an investigation, FCIR will request information relating to you, your company and the matter requiring investigation. This will typically be stored within FCIR's client database for a period of 7 years.
- 1.9.4. This will include your and or Company name, branch, address, contact details, email and telephone number, web address. This data is stored securely within FCIR's Database, Email Server and electronic case file relating to each Investigation.

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- 1.9.5. Information relating to an Investigation can be varied. It will almost certainly include names of individuals concerned and dates of birth. Addresses may be disclosed to FCIR in documentation along with photographs.
- 1.9.6. Information stored in relation to an investigation is solely utilised in accordance with the duty of an Expert in Compliance with a Legal Direction.
- 1.9.7. Information disclosed to FCIR by the Client is required to have complied with GDPR directions, in that the Client is responsible for ensuring that consent has been given in this regard. For the purpose of the rules, FCIR will be considered the Data Processor, and you will be considered the Data Controller.
- 1.9.8. Your legal rights in this regard are the right to be informed (as detailed within this Agreement), the right of access to the data, the right to rectification, the right to erasure, the right to restrict processing, the right to data portability, the right to object, the right not to be subject to automated decision-making including profiling.
- 1.9.9. Access to the data held about you can be requested by contacting FCIR's Data Protection Officer (DPO).
- 1.9.10. Information held relating to an Investigation will be retained for a period of 7 years, or at the end of the period of Statute of Limitations whichever is the longer. This is to comply with the requirements laid out by the Court relating to the Investigation work we are involved in.

1.10. Clarifications

- 1.10.1. If you have any questions about this Privacy Policy, or require any clarifications, please contact FCIR.