

## Cookies

Our Website uses cookies to distinguish you from other users of our Website. This helps us to provide you with a good experience when you browse our Website and also allows us to improve our app/Website. By continuing to use the app/Website, you are agreeing to our use of cookies. "A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site."

## Your Will use the following cookies

### Strictly necessary cookies

Purpose: these are cookies that are required for the operation of our Website. They include, for example, cookies that enable you to log into secure areas of our Website or use a shopping cart.

Cookies we use: Shieldfp.co.uk

### Analytical/performance cookies

Purpose: they allow us to recognise and count the number of visitors and to see how visitors move around our Website when they are using it. This helps us to improve the way our Website works, for example, by ensuring that users are finding what they are looking for easily.

Cookies we use: Facebook and Google

## Do Not Track

We use your 'Do Not Track' status to decide whether to turn on tracking scripts such as affiliates, Facebook, Google Analytics and Hotjar. This doesn't opt you out of using Intercom as we require this as part of our service to send you key information about your will. We can't tell if you have "Do Not Track" on. We'll assume you don't have it on. Most browsers let you turn on 'Do Not Track'. Learn how to turn on 'Do Not Track' in your browser.

## Uses made of the information

We will combine the information you provide to us with information we collect about you. We will use this information and the combined information for the purposes set out above (depending on the types of information we receive).

## Where we store personal data

All information you provide to us is stored on secure servers.

## Period of storage

Where you register on our app/website and enter personal data but do not complete the process and create your will, we will retain your data for a period of 6 years after to ensure that we are able to assist you should you have any questions or feedback in relation to our services. Due to the nature of the services and pursuant to Article 17(3) GDPR, if you complete a will using our service we will securely store your data indefinitely. This is in order to protect against legal claims, as well as to provide supporting information if your will is ever contested. Where we have processed your personal data to provide you with marketing communications with your consent, we may contact you at least every 12 months to ensure you are happy to continue receiving such communications. If you tell us that you no longer wish to receive such communications, your personal data will be removed from our list.

## Your rights under data protection laws

### Right to object

You have the right to object to us processing your personal data where we are processing your personal data: based on our legitimate interests (as set out above). If

you ask us to stop processing your personal data on this basis, we will stop processing your personal data unless we can demonstrate compelling grounds as to why the processing should continue in accordance with data protection laws; and for direct marketing purposes. If you ask us to stop processing your personal data on this basis, we will stop.

#### **Right of access**

You have the right to receive confirmation as to whether your personal data is being processed by us, as well as various other information relating to our use of your personal data. You also have the right to access your personal data which we are processing.

#### **Right to rectification**

You have the right to require us to rectify any inaccurate personal data we hold about you. You also have the right to have incomplete personal data we hold about you completed, by providing a supplementary statement to us.

#### **Right to restriction**

You have the right to restrict our processing of your personal data where: the accuracy of the personal data is being contested by you; the processing by us of your personal data is unlawful, but you do not want the relevant personal data erased; we no longer need to process your personal data for the agreed purposes, but you want to preserve your personal data for the establishment, exercise or defence of legal claims; or we are processing your data on the basis of our legitimate interest(as set out above) and you: object to our processing on this basis; and want processing of the relevant personal data to be restricted until it can be determined whether our legitimate interest overrides your legitimate interest.

Where any exercise by you of your right to restriction determines that our processing of particular personal data is to be restricted, we will then only process the relevant personal data in accordance with your consent and, in addition, for storage purposes and for the purpose of legal claims.

#### **Right to data portability**

You have the right to receive your personal data in structured, standard machine readable format and the right to transmit such personal data to another controller.

#### **Right to erasure**

You have the right to require we erase your personal data which we are processing where at least one of the following grounds applies: the processing is no longer necessary in relation to the purposes for which your personal data were collected or otherwise processed; our processing of your personal data is based on your consent, you have subsequently withdrawn your consent and there is no other legal ground we can use to process your personal data; you object to the processing as set out in the "right to object" section of this policy and we have no overriding legitimate interest for our processing; the personal data have been unlawfully processed;and the erasure is required for compliance with a law to which we are subject.

#### **Exercising your rights**

You can exercise such rights by contacting us at [info@shieldfp.co.uk](mailto:info@shieldfp.co.uk)