

This Privacy Policy ("Policy") describes how Sustain Insurance Brokers ("we," "us," or "our") collects, uses, and discloses personal information when you use our services. We are committed to protecting your privacy and ensuring the security of your personal information. By using our services, you consent to the practices described in this Policy.

1. Information We Collect

- 1.1. We may collect personal information such as your name, email address, phone number and company information when you interact with us or use our services.
- 1.2. We may also collect non-personal information, such as website usage data, to improve our services and enhance the user experience.

2. Use of Personal Information

- 2.1. We may use your personal information to:
 - 2.1.1. Provide and deliver our services to you.
 - 2.1.2. Communicate with you regarding our services, updates and promotions.
 - 2.1.3. Respond to your enquiries and provide customer support.
 - 2.1.4. Improve our services and develop new offerings.
 - 2.1.5. Comply with legal and regulatory obligations.

3. Sharing of Personal Information

- 3.1. We may share your personal information with trusted third-party service providers who assist us in delivering our services.
- 3.2. We may disclose personal information if required by law or in response to a valid legal request.

4. Data Retention

- 4.1. We will retain your personal information for as long as necessary to fulfil the purposes outlined in this Policy or as required by law.

5. Data Security

- 5.1. We implement appropriate technical and organisational measures to protect your personal information against unauthorized access, loss, or alteration.
- 5.2. However, please note that no method of transmission over the internet or electronic storage is completely secure.

6. Your Rights

- 6.1. You have the right to access, update or request deletion of your personal information.
- 6.2. You may also opt-out of receiving marketing communications from us.

7. Third-Party Links

- 7.1. Our services may contain links to third-party websites or services. We are not responsible for the privacy practices or content of such third parties.

8. Changes to this Policy

8.1. We may update this Policy from time to time. Any changes will be effective upon posting the revised Policy on our website.

9. Contact Us

9.1. If you have any questions, concerns or requests regarding this Policy or the privacy of your personal information, please contact us using the information provided below.

Address: Homecroft, Collingbourne Road, Burbage, Marlborough, Wiltshire, SN8 3RT

Phone number: 01672 592068

Email: enquiries@sustainib.co.uk

