

## **Privacy Statement**

The purpose of this privacy statement is to advise you what personal information we collect and how we use it.

### **Hemingford Pavilion's Privacy Guarantee**

Hemingford Pavilion respects the privacy of our clients and customers. Any and all information collected through our system is treated with the utmost care.

Hemingford Pavilion do not sell or give our customer or client information to third parties outside of the SpearIT network for any reason other than is necessary for the normal day-to-day operation of our business.

### **What information do we collect? How do we use it?**

Hemingford Pavilion requests your name, address, email address, telephone number and where you heard about us. This allows us to process your details so that the relevant question that you may have regarding our services can be answered.

You can request a record of your personal details held on our system by contacting us at the address below.

### **How does Hemingford Pavilion protect customer information?**

Customers who leave their details on the Hemingford Pavilion system are registering on a secure server, which encrypts all of the customer's personal information. Encryption ensures that no one can access or use personal information in an unauthorized manner.

Our system was developed by Spear Business Group with security as a priority. The Spear Business Group has made an investment in protecting our clients' and customers' information utilizing the following technology:

#### **Firewall**

Firewalls allow the use of authenticated access and can prevent certain types of traffic from entering the private network. Customizing the firewall according to the network topology is essential to having a useful firewall protection mechanism.

Hemingford Pavilion welcomes your questions and comments about privacy.

Please send an email to [admin@hemingfordpavilion.co.uk](mailto:admin@hemingfordpavilion.co.uk) if you wish to contact us.