Your Legacy Matters Limited Privacy Policy

You need to know how we store, protect and use the information you give us now and in the future.

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This privacy policy is about how we use and protect personal information about individuals, sole traders or partnerships.

​​​We believe it’s imperative to protect your privacy, so we’re devoted to giving you a personal service that meets your needs, at the same time as protecting your privacy.

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This policy clarifies how we’ll gather information about you and then utilise it to give you an outstanding service. We will inform you of the security measures we take to protect your privacy, and explains the things that we won’t do.

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1. How we’ll use your information

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1.1 We may use your information to:

Provide you the services you’ve asked for.

* Assist us to improve our accounts, services and products.
* Create indicators, create profiles and marketing opportunities, and analyse customer information. In order for us to do this we might use information about what you buy from us and how you pay for it.
* Help prevent and detect debt, fraud and loss.  
  Train our staff.  
  We may contact you about products and services that we are offering that we feel could be of benefit to you. This could be via email, phone, text, multimedia message or another form of electronic communication.

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1.2 We may also record any communications we have with you, like phone conversations and emails. This is just to make sure we’re providing you with a good service and meeting our obligations as a responsible business.

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2. How we’ll get in touch.

We may use the contact information you provided to us when we need to get in touch. We might email you, give you a ring, send a text or use another form of electronic communication.

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2.1 We’ll try and use your preferred contact method wherever possible. You can ask us to stop sending you these offers at any time though, you just have to contact us and give us your details.

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2.2 If you provide us with information on behalf of someone else, like a trustee, you confirm that you have given them the information in this policy, and that they’ve agreed for us to use their information.

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2.3 You are entitled to receive a copy of any information we hold about you and you can request to have any inaccurate information corrected. If you require a copy of your file, contact to our customer service team on our main telephone number.

**Right to lodge a complaint with a supervisory authority**

If we cannot deal with your complaint to your satisfaction you also have the right to complain to a relevant supervisory authority which include;

The Information Commissioners Office https://ico.org.uk/concerns/