

## Introduction

We are committed to safeguarding the privacy of your data whilst providing a personalised service. We value your privacy and want to be clear about the data we collect, how we use it, and your rights to control that information. We've created this Privacy Policy to outline how our website aims to comply with GDPR.

## About us

We are Trigger Solutions Creative Ltd company registered in England and Wales incorporated under company number 07449330. Our registered office is at Richmond House 38 High Street, Hurstpierpoint, Hassocks, England, BN6 9RG. Our website address is [www.triggersolutions.co.uk](http://www.triggersolutions.co.uk)

## Data we collect

We may collect Personal Data (such as your name and contact information) and Non-Personal Data (such as IP address, browser information, user activity, device identifiers and other diagnostic data).

## Data you provide

Your privacy is important to us. By providing personal information such as your name and e-mail address via online form on our website, you agree to us contacting you regarding the information you request. You should not complete any request form or contact us directly if you do not wish for such data to be collected.

## How the data is used

We use your Personal Data to respond to your enquiries, provide information about our services, and to send you marketing communications (where we have your consent, or are legally permitted to do so). We use your Non-Personal Data to help us improve our website and services.

## Marketing communications

If at any time you would like your details to be removed from our marketing database our email communications contain an "unsubscribe" function, which if used will tell us that you no longer wish to receive that particular communication. Alternatively please submit a written request to [info@triggersolutions.co.uk](mailto:info@triggersolutions.co.uk)

## Data sharing

We do not sell or share your Personal Data with third parties for marketing purposes. Your Personal Data may be shared with our service providers who help us deliver our services to you, they are required to keep your information confidential and secure.

## Data retention and transfers

We will retain your Personal Data for the period necessary to fulfil the purposes outlined in this Privacy Policy unless a longer period is required by law. We store and process your data on our servers in the UK. We will only transfer your data to other countries in compliance with data protection laws.

## Data Security

We use appropriate security measures to protect your Personal Data from loss, misuse, alteration, and unauthorised access.

## Users' rights

You have the right to access, update, or request deletion of your Personal Data. You also have the right to object to the processing of your personal data, and the right to data portability.

## Policy updates

Our Privacy Policy may be updated from time to time, so please check it regularly. Any significant changes to this policy will be clearly indicated on our homepage.

## Request your data

If you have any concerns about our use of your Personal data, please email us at [info@triggersolutions.co.uk](mailto:info@triggersolutions.co.uk)

## Cookies & analytics

Cookies are text files containing small amounts of information which are downloaded to your device when you visit a website. Cookies allow a website to recognise a user's device, provide efficient navigation, remember your preferences, and generally improve user experience.

Strictly necessary cookies- these are essential to enable you to move around the website and use its features, such as accessing secure areas of the website. Without these cookies services you may require cannot be provided.

Performance cookies- these collect information about how visitors use a website, including which pages visitors go to most often, and if they get error messages. These cookies don't collect information that identifies a visitor. These are only used to improve how a website works.

Google analytics - these cookies collect information about how visitors use our site. We use the information to help us improve our site and services. All information collected is anonymous, including the number of visitors to the site, where visitors have come from and the pages they visited.