

COMPLAINTS

Nicholas Hall Europe Limited has its head office based at 35 Alexandra Street, Southend-on-Sea Essex SS1 1BW. Other offices are based in Guernsey and Singapore but all data are stored in the UK. Any “personal data” (as defined in UK data protection legislation) are processed as part of our contracted services and/or in our own administration.

Data are either held in UK based servers or in cloud-based systems – for all systems, all feasible security measures are in place. Data are retained for as long as they remain pertinent to the reason for collection and/or if there is a statutory retention period applicable. Once no longer required, all data are destroyed by secure means.

Data may be shared with third parties as part of our contracted services, administrative procedures and/or as may be required by UK law. Where the company remains the “data controller” for the data, all feasible safeguards are in place. We do not accept any liability arising from processing by a third party outside our remit.

In accordance with legislation we have completed a cookie audit on our website. We use these internet files with Google Analytics to monitor and improve our website. Cookies are also utilised by the social media sites we connect to, but we cannot accept any responsibility for any processing by these sites.

None of the above affects your rights under the legislation, in particular your right to access the data we hold on you. If you wish to request a copy of your data, please submit it in writing/email to the Company. Please include enough information to enable us to identify you and search for appropriate data.

If you are dissatisfied with this policy, have queries about our data protection procedures or wish to lodge a complaint, please contact the company in the first instance using info@NicholasHall.com.

We have 30 days to respond and resolve your complaint; thereafter you have the right to submit a complaint to the Supervisory Authority, the Information Commissioner’s Office (ICO):

The Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire SK9 5AF"