

Privacy Policy & Data Protection

Who we are

In this privacy policy references to "we", "us" and "our" are to Fair Care Employee Benefits Limited and Avantus Business Solutions Limited (trading as Fair Care Childcare Vouchers). References to the "Website" refer to the Benefit Select on-line benefits platform.

What information we collect and how

The information we collect via your Benefit Select On-line Account may include:

1. Any personal details you knowingly provide us with through forms and our email, such as name, address, telephone number etc.
2. Your preferences and use of email updates, recorded by emails we send you (if you select to receive email updates on products and offers).
3. Your IP Address, this is a string of numbers unique to your computer that is recorded by our web server when you request any page or component on the Website. This information is used to monitor your usage of the Website.
4. Data recorded by the Website which allows us to recognise you and your preferred settings, this saves you from re-entering information on return visits to the site. Such data is recorded locally on your computer through the use of cookies. Most browsers can be programmed to reject, or warn you before downloading cookies, information regarding this may be found in your browsers 'help' facility.

What we do with your information

Any personal information we collect from this website will be used in accordance with the Data Protection Act 1998 and other applicable laws. The details we collect will be used:

1. To process your order, to provide after sales service (we may pass your details to another organisation to supply/deliver products or services you have purchased and/or to provide after-sales service);
2. In certain cases we may use your email address to send you information on our other products and services. In such a case you will be offered the option to opt in/out before completing your purchase. We may need to pass the information we collect to other companies for administrative purposes. We may use third parties to carry out certain activities, such as processing and sorting data, monitoring how customers use the Website and issuing our emails for us. Third parties will not be allowed to use your personal information for their own purposes.

Your Rights

You have the right to request a copy of any information that we currently hold about you. In order to receive such information please send your contact details including address and payment of £10 to cover administration expenses to the following address:

Privacy

Fair Care
1 Milkhouse Gate
Guildford
GU1 3EZ

Other Websites

This privacy policy only covers this website. Any other websites which may be linked to by our website are subject to their own policy, which may differ from ours.

Information Security & Data Protection

Any details which you provide from which we can identify you are held and processed in accordance with our Data Protection Registration, and you hereby confirm your irrevocable consent for us to use your personal Data for the processing of any transactions.

Personal data, including but not limited to profiles of users and retailer or service provider access patterns may be used by us for the purposes of providing targeted offers and promotions to you both by tailoring of the online presence and also, where you have opted in to receive email & SMS marketing, by targeted email & SMS marketing. This information is limited to first and last name and, if relevant, unique identifier (such as your payroll number).

We employ up to date electronic and physical security to try to ensure that Your data is kept secure in accordance with the Data Protection Act and Computer Misuse Act. Whilst we use commercially reasonable efforts to check for the most commonly found viruses, worm, and or trojan horses, or other newly created viruses we are not in a position to confirm that this Website and any links to it will be free from such viruses and cannot accept any liability in this regard due to the fast changing nature of such threats. We therefore recommend that you carry out your own virus checks, particularly before opening any link or using the site.