

RENNARD CONSULTING LIMITED (TRADING AS WORLD OF WATER) PRIVACY POLICY



Rennard Consulting Limited (trading as World of Water, we or us) cares about the privacy of your personal information and is committed to protecting it. This Privacy Policy (Policy) explains what information we collect about you and why, what we do with that information, and how we handle that information.

For the purposes of the applicable data protection laws (the General Data Protection Regulation (Regulation (EU) 2016/679) (GDPR), together with any implementing legislation, in particular, the Data Protection Act 2018), the company responsible for your personal information is Rennard Consulting (trading as World of Water). This Policy is incorporated into World of Water's Terms & Conditions (Terms & Conditions) and applies to information obtained by us through your use of the information, software, products and services made available through the worldofwatermembers.co.uk website (Website).

Collection of your Personal Information

Rennard Consulting (trading as World of Water) collects information that, alone or in combination with other data, could be used to identify you (Personal Information), such as your e-mail address, name and technical area of interest. If you make a purchase from Rennard Consulting (trading as World of Water), we will collect and store your billing and credit card information through the payment platform Stripe.

Rennard Consulting (trading as World of Water) will collect your Personal Information in a number of ways, including when you contact us through the Website, by telephone, post, e-mail or through the other means set out below.

Information you provide when you register for an account

When you register for a World of Water account, you voluntarily give us certain Personal Information, including your:

- Name and e-mail address.
- Technical area of interest

Billing information, if you make a purchase or pay subscription fees is not held by us and is instead held by Stripe who's privacy policy can be found on their website (<https://stripe.com/en-gb/privacy>). This is required to complete a commercial transaction on the Website.

Use of your Personal Information

Rennard Consulting Limited (trading as World of Water) collects and uses your Personal Information as necessary to perform our contract with you and for our legitimate business interests, including to:

- operate the Website and deliver the services.
- communicate with you about the services you use, as well as respond to requests for assistance, including account verification support if you've having difficulty accessing your account. World of Water will send a welcome email following registration to all registered users. We also periodically send service updates to registered users.
- display user content associated with your account and make sure it is available to you when you use our services.
- understand and improve how our users use and interact with our services.

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- publicly disclose aggregated statistics regarding our users' use of our services.

When you register with us and set up an account to receive our services, the legal basis for this processing is the performance of a contract between you and us and/or taking steps, at your request, to enter into such a contract. When we process any payment made by you, we process your Personal Information to prevent or detect fraud, including fraudulent payments and fraudulent use of the Website. The legal basis for this processing is compliance with our legal obligations.

With your consent, we will send you direct marketing emails from our third party partners.

Storage of Personal Information

Unless a longer retention period is required or permitted by law, we will only hold your Personal Information on our systems for the period necessary to fulfil the purposes outlined in this Policy, or until you request that the information be deleted in accordance with your right of erasure (see "Your rights" section below).

Even if we delete your Personal Information, we reserve the right to maintain a copy for legal, tax or regulatory purposes, but in such event, we will do so only as long as necessary to fulfil those legal, tax or regulatory purposes. Please contact members@worldofwatermembers.co.uk for more information.

Cookies

The website does not use Cookies with the exception of standard Google Analytical data. This is not personalised and simply records the number of users to the site and what areas of the site have been most popular. This data is not linked to individual members.

Data security & integrity

Rennard Consulting Limited (trading as World of Water) is committed to taking reasonable and appropriate steps to protect the Personal Information that we hold from misuse, loss, or unauthorised access. We do this by using a range of technical and organisational measures including measures to deal with any suspected data breach. If you suspect any misuse or loss or unauthorised access to your personal information, please let us know immediately.

The Website is designed to secure the Personal Information you provide on computer servers in a controlled, secure environment, with protections from unauthorised access, use or disclosure.

However, while we do our best to protect your Personal Information, we cannot guarantee the security of all data which is transmitted to the Website or to another website via the internet or similar connection. If we have given you (or you have chosen) a password to access certain areas of the Website, please keep this password safe.

Your rights

Under the GDPR, you have various rights in relation to your Personal Information, such as the rights of access, rectification, restriction, objection, portability, and erasure. Please note that these rights are subject to certain limitations set forth in applicable law.

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To exercise these rights, please contact our DPO. We will seek to deal with your request without undue delay, and in any event in accordance with the requirements of applicable laws. Please note that we may keep a record of your communications to help us resolve any issues you raise.

Complaint resolution

If you believe that we have not complied with this Policy or your data protection rights, you have the right to file a complaint with the UK Information Commissioner's Office, however, we hope that you'll attempt to resolve the complaint with us first. Please contact us for more information.

Third party advertising

We use remarketing services to advertise our products to you on third party websites after you have visited our Website.

Links to third party websites

Our Website includes links to other websites whose privacy practices are not under Rennard Consulting Limited (trading as World of Water) control. If you submit Personal Information to any of those websites, your information is governed by their privacy policies. We encourage you to carefully read the privacy policy on any website that you visit.

We link to other websites, whose privacy practices may differ from our own. We encourage you to read the privacy policy on any other website you visit carefully.

Children

We do not intend to solicit or collect Personal Information from anyone under the age of 18. If you are under 18, do not enter information on this Website or engage our services. If you believe a child or yours under the age of 18 has entered Personal Information, please contact us to have the data removed and terminate the child's account.

Changes to this Policy

We will occasionally update this Policy to reflect company and customer feedback. Rennard Consulting (trading as World of Water) encourages you to periodically review this Policy to be informed of how we are protecting your Personal Information.