# Cookies

This cookie policy (“Policy”) describes what cookies are and how and they're being used by the [thrivesafe.co.uk](http://www.thrivesafe.co.uk/) website (“Website” or “Service”) and any of its related products and services (collectively, “Services”). This Policy is a legally binding agreement between you (“User”, “you” or “your”) and this Website operator (“Operator”, “we”, “us” or “our”). If you are entering into this agreement on behalf of a business or other legal entity, you represent that you have the authority to bind such entity to this agreement, in which case the terms “User”, “you” or “your” shall refer to such entity. If you do not have such authority, or if you do not agree with the terms of this agreement, you must not accept this agreement and may not access and use the Website and Services. You should read this Policy so you can understand the types of cookies we use, the information we collect using cookies and how that information is used. It also describes the choices available to you regarding accepting or declining the use of cookies.

## **What are cookies?**

Cookies are small pieces of data stored in text files that are saved on your computer or other devices when websites are loaded in a browser. They are widely used to remember you and your preferences, either for a single visit (through a "session cookie") or for multiple repeat visits (using a "persistent cookie").

Session cookies are temporary cookies that are used during the course of your visit to the Website, and they expire when you close the web browser.

Persistent cookies are used to remember your preferences within our Website and remain on your desktop or mobile device even after you close your browser or restart your computer. They ensure a consistent and efficient experience for you while visiting the Website and Services.

Cookies may be set by the Website ("first-party cookies"), or by third parties, such as those who serve content or provide advertising or analytics services on the Website ("third party cookies"). These third parties can recognize you when you visit our website and also when you visit certain other websites.

## What type of cookies do we use?

### Necessary cookies

Necessary cookies allow us to offer you the best possible experience when accessing and navigating through our Website and using its features. For example, these cookies let us recognize that you have created an account and have logged into that account to access the content.

### Functionality cookies

Functionality cookies let us operate the Website and Services in accordance with the choices you make. For example, we will recognize your username and remember how you customized the Website and Services during future visits.

### Analytical cookies

These cookies enable us and third party services to collect aggregated data for statistical purposes on how our visitors use the Website. These cookies do not contain personal information such as names and email addresses and are used to help us improve your user experience of the Website.

## **What are your cookie options?**

If you don’t like the idea of cookies or certain types of cookies, you can change your browser’s settings to delete cookies that have already been set and to not accept new cookies. Note: You can choose to visit a website such as [internetcookies.com](https://www.internetcookies.com/) to learn more about how to do this.

## **Changes and amendments**

We reserve the right to modify this Policy or its terms related to the Website and Services at any time at our discretion. When we do, we will revise the updated date at the bottom of this page. We may also provide notice to you in other ways at our discretion, such as through the contact information you have provided.

An updated version of this Policy will be effective immediately upon the posting of the revised Policy unless otherwise specified. Your continued use of the Website and Services after the effective date of the revised Policy (or such other act specified at that time) will constitute your consent to those changes.

## **Acceptance of this policy**

You acknowledge that you have read this Policy and agree to all its terms and conditions. By accessing and using the Website and Services you agree to be bound by this Policy. If you do not agree to abide by the terms of this Policy, you are not authorized to access or use the Website and Services. This cookie policy was created with the [cookie policy generator](https://www.websitepolicies.com/cookie-policy-generator).

## **Contacting us**

If you have any questions, concerns, or complaints regarding this Policy or the use of cookies, we encourage you to contact us using the details below:

<http://www.thrivesafe.co.uk/contact>
info@thrivesafe.co.uk
c/o The Wright Bookkeeping Solutions Ltd, 2 Greenways Close, Ipswich IP1 3RB

This document was last updated on November 12th 2024

**USE OF OUR WEBSITE AND ENGAGEMENT WITH SOCIAL MEDIA ACCOUNTS**

Please note that whilst it is our intention to keep the information on our website and social media accounts as current and accurate as possible, we at Thrive Safe cannot make representations or warranties of any kind (express or implied) with respect to the use of, or inability to use, the information and materials that are on this webpage and our social media (including, but not limited to: LinkedIn, Instagram, Twitter).

We are not responsible for any damage or loss relating to the timeliness, accuracy or completeness of the information, services, or other materials on this website.

We will not be held liable for any consequence relating directly or indirectly to your choice to take action based on the information on this website. Your choice to rely on information on this website is done so at your own risk.

We can hold no responsibility for the information held on third party websites, or any linked websites from this website, and these links used are no endorsement. The information of other third party accounts is there to make you aware of what is available and engaging with those third party sites and organisations/companies/businesses/providers is done so at your own risk.

Except as specifically stated on this Web site, to the fullest extent permitted at law, we will not be liable for damages arising out of or in connection with the use of this Web site or the information, content, materials, or products included on it. This is a comprehensive limitation of liability that applies to all damages of any kind, including (without limitation) compensatory, direct, indirect or consequential damages, loss of data, income or profit, loss of or damage to property and claims of third parties.

**Appropriate Use and Privacy**

This privacy policy describes the personal data collected or generated (processed) when you interact with Thrive Safe through our websites, digital experiences, events, or one of our other products or services, all of which are part of Thrive Safe’s Platform (“Platform”). It also explains how your personal data is used, shared and protected, what choices you have relating to your personal data and how you can contact us.

**WHO is Responsible for the Processing of Your Personal Data?**

The Thrive Safe Data Controller is Director Emma Swan.

Our website is developed using Wix Website Builder. Wix have a privacy policy which can be found here: <https://www.wix.com/about/privacy>

**WHAT Personal Data Do We Collect and WHEN?**

We ask you for certain personal data to provide you with answers to queries from our contact forms, in relation to products or services you request. For example, when you complete our website contact form, email us or use our Platform.

This personal data includes your:

* contact details including name, email, telephone number and any other personal information you choose to share with us
* images, photos and videos if chosen to send to us
* personal preferences of cookie preferences.

When interacting with our Platform, certain data is automatically collected from your device or web browser. More information about these practices is included in the “**Cookies**” section of this privacy policy.  This data includes:

* Device IDs, call state, network access, storage information and battery information.
* Cookies, IP addresses, referrer headers, data identifying your web browser and version, web beacons, tags and interactions with our Platform.

**CHILDREN – PERSONS UNDER THE AGE OF 18**

Our website is aimed at businesses, organisations and education providers. If we become aware that a child (that is a person under the age of 18 years old) is engaging with our services we will make them aware of our confidentiality boundaries. We have a duty to share any information that relates to a child at risk with local authorities – for more information please request a copy of our safeguarding policy.

**TOOLS to Manage What Personal Data We Collect**

Our website has a function to deny the collection of non-essential cookies. It is at the user’s discretion as to whether permission is given through this function.

In many cases, your web browser or mobile device platform will provide additional tools to allow you to control when your device collects or shares particular categories of personal data.  For example, your mobile device or web browser may offer tools to allow you to manage cookie usage or location sharing.  We encourage you to familiarize yourself with and use the tools available on your devices.

**WHY and HOW Do We Use Your Personal Data?**

We use your personal data in the following ways:

**To Provide the Features of the Platform and Services You Request**

When you use our Platform, we will use your personal data to provide the requested product or service.  For example, if you use our contact form to ask for information about our services, we will respond to you via the suggested contact method. If no other contact methods are shared and requested, we will make contact in response to the email you have provided in contacting us. If you would prefer for contact to be via mobile phone or letter then you can share this information with us to amend contact preferences.

**To Communicate Information about our Products, Services, Events and for Other Promotional Purposes**

When you consent, we will send you marketing communications and news concerning Thrive Safe’s products, services, events and other promotions that may be of interest to you.  You can opt-out at any time after you have given your consent.

*Direct Marketing*

If you are an existing customer of Thrive Safe (for example, if you have previously booked our services), we may use the contact details you provided to send you marketing communications about similar Thrive Safe products or services where permitted by applicable law (unless you have opted-out).

Additionally, we may explore new marketing approaches, always ensuring your data is treated with respect and in accordance with privacy laws. You can opt out of receiving these communications at any time by contacting us, or simply responding ‘unsubscribe’ to any attempts made.

**To Operate, Improve and Maintain our Business, Products and Services**

We use the personal data you provide to us to operate our business.  For example, when you contact us about engagement with our website, we may use this data to then amend our website to make it more accessible.

**Other Purposes**

We may also use your personal data in other ways and will provide specific notice at the time of collection and obtain your consent where necessary.

**Legal Grounds**

To process your personal data, we rely on certain legal grounds, depending on how you interact with our Platform.

* We rely on legal grounds, such as our legitimate interests as a business to process information
* These interests include our ability to provide a service to you as requested and to keep you updated about the progress of your quotes, invoices, service delivery and provision of service.
* We also may retain information about the effectiveness of our marketing campaigns, our products, services, events and other promotional initiatives; to operate, improve and maintain our business, products and services; to protect our or others' rights, property or safety; and for general research and analysis purposes.
* When processing personal data for our legitimate interests, we take appropriate measures to ensure that the interests we pursue are balanced with your interests, rights and freedoms, which we are happy to explain upon request.
We also process your personal data to comply with legal obligation, or to protect your vital interests.

**SHARING of Your Personal Data**

**Thrive Safe’s Sharing**

Thrive Safe does not actively share information without your permission. There are limited exceptions to this rule where we may be required to pass on information relating to duties placed upon us.

Thrive Safe are legally required to share information about our business activity relating to accounts and finances. We hold invoices and data about client engagement for six years in accordance with this duty.

Any engagement with Thrive Safe by yourself, or others, as a service user that makes us concerned for the welfare for you of somebody else may result in us sharing essential information with local safeguarding bodies such as the local Multi-Agency Safeguarding Hub or Police. If we are made aware of criminal activity, we may have a duty to share this.

Please contact us for our Safeguarding and Confidentiality Policy should you wish for further information.

Any information you choose to share with us that involves revealing personal details of yourself, or others, is done so at your own risk.

We may also transfer personal data we have about you in the event we sell or transfer all or a portion of our business or assets (including in the event of a reorganization, spin-off, dissolution or liquidation).

**PROTECTION and MANAGEMENT of Your Personal Data**

**Encryption & Security**

Our website is hosted by Wix and has a secure status. Our website is pre-fixed by ‘https’ evidencing that it has an SSL certificate which shows that data is secured from the browser to website server.

Before you share information via our website we suggest that you check your own internet connection and safety whilst also ensuring the https status of our website is in place.

**Retention of your Personal Data**

We will retain data that is required by law for our accountancy purposes for periods of 6 years.

Thrive Safe will store email addresses and key information as part of our legitimate business interests. You are entitled to request that you are removed from further communication by informing us through email contact to info@thrivesafe.co.uk or writing to us:

Thrive Safe, c/o The Wright Bookkeeping Solutions Ltd, 2 Greenways Close, Ipswich IP1 3RB

**YOUR RIGHTS Relating to Your Personal Data**

You have the right to request: (i) access to your personal data; (ii) an electronic copy of your personal data (portability) and to have this information transmitted to another company; (iii) correction of your personal data if it is incomplete or inaccurate; or (iv) deletion or restriction of your personal data in certain circumstances provided by applicable law. These rights are not absolute. Where we have obtained your consent for the processing of your personal data, you have the right to withdraw your consent at any time.

If you like would to request a copy of your personal data or exercise any of your other rights, please email us at info@thrivesafe.co.uk or write to us at c/o The Wright Bookkeeping Solutions Ltd, 2 Greenways Close, Ipswich IP1 3RB.

**CHANGES to Our Privacy Policy**

Applicable law and our practices change over time. If we decide to update our privacy policy, we will post the changes on our Platform. If we materially change the way in which we process your personal data, we will provide you with prior notice, or where legally required, request your consent prior to implementing such changes. We strongly encourage you to read our privacy policy and keep yourself informed of our practices.  This privacy policy was last modified in November 2024.

**QUESTIONS and Feedback**

We welcome questions, comments, and concerns about our privacy policy and privacy practices.

If you wish to provide feedback or if you have questions or concerns or wish to exercise your rights related to your personal data, please use our online contact form on our website.

Our Data Protection Officer's contact details are: Emma Swan, Thrive Safe, c/o The Wright Bookkeeping Solutions Ltd, 2 Greenways Close, Ipswich IP1 3RBEmail: info@thrivesafe.co.uk and phone number 07592042820.

If you contact us with a privacy complaint it will be assessed with the aim of resolving the issue in a timely and effective manner. You also have the right to lodge a complaint with the relevant supervisory authority in the country in which you reside.