

Privacy Policy

Elite CVs and Résumés (“we” or “us”) are committed to protecting and respecting your privacy. This privacy policy explains how we use any personal information we collect about you when you use our website (www.elitecvsandresumes.com or the “Site”)

By visiting this website, you are accepting and consenting to the practices described in this policy.

1. Information we collect from you

We will collect and process the following categories of data about you:

- **Information you give us.**

This is information about you that you give us by filling in forms on the website, interacting with the Site or by corresponding with us by phone, email or otherwise. It includes information you provide when you subscribe to or use our services, when you provide us with feedback and when you report a problem with the Site. The information you give us may include your name, email address, other details required for the formation or performance of any contract with you, and information about your activities.

- **Information we collect about you.**

This is information that we collect automatically about your visit during your time on the Site. It typically involves technical information, including the Internet protocol (IP) address used to connect your computer to the Internet and information about your visit. It also includes the full Uniform Resource Locators (URL), clickstream to, through and from the Site (including date and time), services you viewed or searched for, page response times, download errors, length of visit to certain pages, page interaction information (such as scrolling, clicks and mouse-overs), methods used to browse away from the page, and any phone number used to call our customer service number. This information may be collected using small data files called ‘cookies’ to help us provide you with a good experience when you browse the Site and to indicate where the Site requires improvement. A cookie is a small file of letters and numbers that, if you agree to their use, is stored on your browser or the hard drive of your computer or device. They are widely used to make websites work, or work more efficiently, as well as to provide information to the owners of the site. Where used, such information will not identify you personally; it is statistical data.

- **Information we receive from other sources.**

This is information that we receive from third parties, such as business partners, subcontractors in technical services, advertising networks, analytics providers, search information providers and so on. We will notify you when we receive information about you from them and the purposes for which we intend to use that information.

We use various third parties to provide us with information to help us learn about how visitors use our website. To find out more about how these third parties may use your information, please click on their name below to see their privacy policies:

- **Mailchimp**
- **Vistaprint**

The information we collect or receive from you will be stored for as long as is reasonably necessary to enable us to provide you with the services you have requested from us, to comply with any legal obligations that require us to keep information, or for as long as we reasonably require for our legitimate interests, such as for the purposes of exercising our legal rights or defending ourselves against claims.

2. Use of your information

All information that we collect or receive from you, whether of a personal or technical nature, may be used by us in the following ways:

- To carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us;
- To process payments and provide you with related customer service;
- To provide you with information about other goods and services that we offer that are similar or relevant to those that you have already purchased or enquired about. Such additional information will only be provided where you have consented to receive such information
- To notify you about changes to our website, services or goods and products;
- To administer the Site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- To improve the Site to ensure that content is presented in the most effective manner for you and for your computer;
- To allow you to participate in interactive features of our service, when you choose to do so;
- Where it is necessary for our or a third party's legitimate interests, including for the purposes of preventing fraud, except where such interests are overridden by your interests or fundamental rights and freedoms;
- As part of our efforts to keep the Site safe and secure;
- To measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you; or
- To comply with our record keeping and information storage obligations and policy (please see the "Where We Store Your Personal Data" section below for more details).

Where your consent has been provided in advance, we may allow selected third parties to use your data to enable them to provide you with information regarding unrelated goods and services which we believe may interest you. Where such consent has been provided, it can be withdrawn by you at any time.

Information we receive from other sources.

We will combine this information with information you give to us and information we collect about you. We will use this information and the combined information for the purposes set out above (depending on the types of information we receive).

3. Disclosure of your information

We will not disclose your personal information to any other party other than in accordance with this Privacy Policy and in the circumstances detailed below:

- Any member of our group, which means our subsidiaries, as defined in section 1159 of the UK Companies Act 2006;
- Business partners, suppliers and sub-contractors for the performance of any contract we enter into with them or you; and
- Analytics and search engine providers that assist us in the improvement and optimisation of the Site.

We will disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we will disclose your personal data to the prospective seller or buyer of such business or assets;
- If we, or substantially all of our assets, are acquired by a third party, in which case personal data held by us about our customers will be one of the transferred assets;
- If we are legally required by law to disclose your personal data;
- To further fraud protection and reduce the risk of fraud; or
- To protect our rights, property or safety, or those of our customers or others.

Should you receive any information or data which does not pertain to you, we ask that you delete the information and contact us immediately.

4. Where we store your personal data

All information that you provide to us is stored on our, or our selected business partners', secure servers and we will take reasonable steps to protect your information in accordance with this policy, including (without limitation):

- Installing a secure firewall;
- Using anti-virus protection software;
- Encrypting data; and
- Carrying out regular back-ups.

Some of our external third parties are based outside the European Economic Area (EEA) so their processing of your personal data will involve a transfer of data outside the EEA.

Whenever we transfer your personal data out of the EEA, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:

- We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission;
- Where we use certain service providers, we may use specific contracts approved by the European Commission which give personal data the same protection it has in Europe; or
- Where we use providers based in the US, we may transfer data to them if they are part of the Privacy Shield which requires them to provide similar protection to personal data shared between Europe and the US.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of any data transmitted to the Site and any such transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

5. Your rights

You have the following rights under law in respect of your personal information:

- The right to be informed about the collection and use of your personal information;
- The right of access to your information to verify the legality of our use of it;
- The right to request that inaccurate or incomplete information about you is rectified;
- The right to request the deletion or removal of your information where there is no further reason for us to use it;
- The right to restrict the use of your information;
- The right to obtain and reuse the information that we have about you for your own purposes;
- The right to object to certain uses (such as for marketing purposes); and
- The right not to be subject to a decision that has a legal effect on you that has been based on an automated decision

Should you wish to exercise any of these rights, you may do so at any time by emailing us at info@elitecvsandresumes.com.

If you feel that your rights have been breached in any way, you should contact us at the email given above or lodge an official complaint with the Information Commissioner's Office via their website (<https://ico.org.uk>) or by writing to:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

On occasion we include links to third parties on this website. Where we provide a link it does not mean that we endorse or approve that site's policy towards visitor privacy. You should review these privacy policies before submitting any personal data to these websites.

6. Changes to our privacy policy

Any changes we make to our privacy policy in the future will be posted on this page. Please check back frequently to see any updates or changes to our privacy policy.

7. Contact

Please do not hesitate to contact us regarding any matter relating to this privacy policy at info@elitecvsandresumes.com.