

Testimonials & Reconciliation Policy.

Submitting Testimonials through our website – taken from our privacy policy.

If you use one of the testimonial submission forms on the website then your data will be received by us in the form of an email. Our email system is through our ISP Heart Internet (GDPR Compliant) and we have a valid SSL Certificate on www.foresttraders.co.uk. All devices our emails are accessed on have anti-virus software and are password protected. We will ask for your initials, feedback and email address. We ask for your initials and email address in order for us to prove the feedback is genuine and as per the notice on the testimonial submission form, we may use your details to contact you should it be necessary (for example due to negative feedback). By ticking the box, you are consenting and are happy for us to display your initials and feedback on our website and for use in promotional purposes. If you choose to leave negative feedback, please note that we will be required to give your initials to the advertiser you are leaving it for. We will not pass on your email address. This is so we can start the reconciliation process – listed here.

Reconciliation process.

If you wish to leave negative feedback (3* or less) on an advert then you can fill out the form as normal on the website. As listed above, we will ask for your initials, feedback and email address. As listed in our terms and conditions on <http://www.foresttraders.co.uk/terms.php>, Forest Traders is not responsible for any work provided by our advertisers. At all times, Forest Traders is unbiased and will not take any sides. In order to deal with negative feedback, we have a reconciliation process as below.

- 1) Negative feedback received through website/via email/testimonial card. This is held pending and not uploaded live.
- 2) Advertiser for whom the feedback is for is contacted and given surname of feedback giver. No other information will be passed on. From this date, they are

given 7 days to either discuss the issue and resolve it with the feedback leaver or prove to us that they have had no dealings with the named customer.

3) If they acknowledge the feedback leaver is genuine, we will contact the consumer after 7 days to ask if the issue has been resolved. At this point, they can either choose to destroy the feedback if the complaint has been dealt with or they can choose to still publish it.

4) If they choose to publish it, our advertiser will have the chance to write a reply underneath to explain their actions.

5) If our advertiser is convinced that the feedback is not genuine, we will respond to the consumer and ask them to prove they have had this work completed by our advertiser. If we believe they have, step 2 will start again. If you are unable to provide enough information to prove this, the negative feedback will be void and destroyed.

Access to your personal information.

Under GDPR, you have the right to access and amend any of your personal data that we hold. Email your request to our data protection officer Joanne Davies-Raynor on contact@foresttraders.co.uk

Our details

This website is owned and operated by Joanne Davies-Raynor T/A Forest Traders. Our registered office is Room 30, Rheola House, Belle Vue Centre, Belle Vue Road, Cinderford, Glos. GL14 2AB. You can contact us: (a) by post, to the postal address given above; (b) using our website contact form (c) by telephone, on the contact number published on our website (d) by email, using the email address contact@foresttraders.co.uk

Our Data protection officers' contact details are: Joanne Davies-Raynor
contact@foresttraders.co.uk