

Privacy policy

Updated 2026

Refernet respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains how we collect and use personal information when you visit the Refernet website, contact us, or submit information through one of our website forms.

This policy relates to the **public Refernet website**. It does not describe the processing of personal information within the Refernet referral platform itself, which is subject to separate data protection arrangements and agreements with participating organisations.

Who we are

Refernet is a trading name of Viccari Wheele Ltd. Viccari Wheele Ltd owns and operates Refernet and is the data controller for personal information collected through this website. Refernet is a secure referral platform designed to help councils, Citizens Advice organisations, charities and other support organisations make, receive and track referrals. Refernet is operated by **Viccari Wheele Ltd**, trading as Refernet.

For questions about this Privacy Policy or how we use your personal information, please contact us at:

Viccari Wheele Ltd, trading as **Refernet**

Email: info@refernet.co.uk

Telephone: 01273 244099

Postal address: 38 Holland Road, Hove. BN3 1JL

Information we collect

We may collect personal information that you provide to us when you:

- contact us by email or telephone;
- complete an enquiry or contact form;
- request information about Refernet;
- ask us to provide an estimate or quotation;

- arrange a demonstration or meeting; or
- otherwise communicate with us about our services.

Depending on the nature of your enquiry, this may include:

- your name;
- organisation;
- job title or role;
- email address;
- telephone number; and
- information you provide about your organisation and its requirements.

Please do not provide sensitive personal information or information relating to individual service users through our general website enquiry forms.

Website forms

Our website includes forms which allow potential customers to provide information so that we can understand their requirements and, where appropriate, provide an indication of the likely cost of using Refernet.

Information submitted through these forms may include your contact details and information about your organisation and proposed referral network.

Completed forms are sent to us by email. We do not intentionally use the public website as a database for storing the information submitted through these forms.

Information received by email may subsequently be retained within our normal business email and administration systems where necessary to respond to your enquiry and manage our relationship with your organisation.

How we use your information

We may use personal information collected through the website to:

- respond to enquiries;
- provide information about Refernet;
- prepare estimates, quotations or proposals;

- arrange demonstrations or meetings;
- communicate with potential and existing customers;
- provide and improve our website and services;
- understand how visitors use our website;
- maintain the security and proper operation of our website; and
- comply with our legal and regulatory obligations.

We will not sell your personal information.

Our lawful basis for processing

Under UK data protection law, we need a lawful basis for processing personal information.

Depending on the circumstances, we may process your information because:

Legitimate interests – it is in our legitimate business interests to respond to enquiries, communicate with organisations interested in Refernet and operate and improve our website and services.

Contract – processing may be necessary to take steps at your request before entering into a contract or to administer an existing contractual relationship.

Consent – where required, for example for certain non-essential cookies and analytics technologies, we will ask for your consent.

Legal obligation – we may need to process or retain certain information to comply with legal requirements.

Cookies and analytics

The Refernet website uses cookies and similar technologies.

We use **Google Analytics** to help us understand how visitors use the website. This provides information such as which pages are visited, how visitors reach the website and how the website is used.

Where required, analytics cookies will only be used after you have given your consent through our cookie consent system.

You can change or withdraw your cookie choices using the cookie settings available on the website.

Further information about the cookies used on this website can be found in our **Cookie Policy**.

Sharing your information

We do not sell or rent personal information to third parties.

We may share limited personal information with organisations that provide services to us where this is necessary for the operation of our website or business. These may include providers of:

- website hosting;
- email and communications;
- website maintenance and technical support;
- analytics; and
- other business IT services.

Where these organisations process personal information on our behalf, we expect them to handle it securely and only for the purposes for which it has been provided.

We may also disclose information where required by law or where reasonably necessary to establish, exercise or defend legal rights.

International transfers

Some of the technology and service providers used to operate our website and business may process information outside the United Kingdom.

Where personal information is transferred internationally, we take appropriate steps to ensure that the information receives a level of protection consistent with UK data protection law.

How long we keep your information

We retain personal information only for as long as reasonably necessary for the purpose for which it was collected.

General enquiries which do not lead to an ongoing business relationship will normally be retained only for as long as they remain relevant to the enquiry and our legitimate business records.

Where an enquiry develops into a customer or contractual relationship, relevant correspondence and information may be retained for longer in accordance with our business, contractual, accounting and legal obligations.

Security

We take reasonable technical and organisational measures to protect personal information against unauthorised access, alteration, disclosure or loss.

The public Refernet website is separate from the Refernet referral platform. The website is not intended for the submission or processing of referrals or sensitive information relating to people receiving support.

Your data protection rights

Under UK data protection law, you may have rights in relation to your personal information, including the right to:

- ask us for access to personal information we hold about you;
- ask us to correct inaccurate or incomplete information;
- ask us to erase your personal information in certain circumstances;
- ask us to restrict the processing of your information;
- object to certain types of processing;
- request the transfer of your information in certain circumstances; and
- withdraw consent where processing is based on your consent.

Not all of these rights apply in every circumstance.

If you would like to exercise any of these rights, please contact us using the details above.

Complaints

If you have concerns about how we use your personal information, please contact us first so that we have an opportunity to address the issue.

You also have the right to complain to the **Information Commissioner's Office (ICO)**, the UK's independent data protection regulator.

Information about your rights and how to make a complaint is available from the ICO.

Links to other websites

Our website may contain links to websites operated by other organisations. We are not responsible for the privacy practices or content of external websites. You should review the privacy information provided by those organisations when visiting their websites.

Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our website, services, legal requirements or the way we process personal information.

The latest version will always be published on this website.