

## Seaglass Consulting Limited Privacy Notice

Thank you for entrusting us with some of your personal data. Your privacy is important to us and this privacy statement sets out how we will protect your data, in line with current legislation. It also describes your rights in relation to that data.

If you have queries about how we use your data, or comments or questions about this policy, please do email us.

### Who we are

Name:	Seaglass Consulting Limited
Company Registration Number:	8689975
Company Director:	Marian Sample
E-mail address for official notices:	marian@seaglassconsulting.co.uk
Web Address:	<a href="http://www.seaglassconsulting.co.uk">www.seaglassconsulting.co.uk</a>

### The personal information we collect and why we have it

We currently collect and process data about:

- Customers / Clients (or prospective customers/clients)
- Associates and Suppliers

The types of personal information we collect for these categories are:

- Name
- Contact details (postal address, email address, telephone number)

We will also keep:

- Copies of any contract(s) between us
- A record of invoices/payments for accounting purposes

In addition to the above information, for Associates and Suppliers we retain:

- Bank details, so we can pay you
- A record of the work you undertook for us/our clients, along with any comments, reviews or suggestions about that work including complaints (if any) and their resolution

This information is all needed to manage our customer relationships and our financial obligations.

If we email you individually using our own email system, or respond to an email sent to us at any of our business email addresses, a copy of that email will also be stored. If you make an enquiry via our website, we will keep details of that enquiry and response.

From time to time we may also use your personal details to send you information about new products or services we offer. You can opt out of this at any time.

### **How we get the personal information and who we may share it with**

Most of the personal information we process is provided to us directly by you so that we can provide our HR consultancy and executive coaching services; manage our customer relationships; make and collect payments; and fulfil our legal obligations.

We may also receive personal information indirectly, for example from an organisation employing us to provide services to an individual employee or group of employees.

If you give us information about another person, you confirm that the other person has appointed you to act on their behalf and agreed that you:

- Shall consent on their behalf to the processing of their personal data;
- Shall receive any data protection notices on their behalf; and
- Shall consent on their behalf to the transfer of their personal data abroad.

We have an outsourced support team for our own business which may include Virtual Assistants, Web Designers, IT Support, Accounting and more. They have limited access to your data, where the service they provide to us requires it. For example, if our Accountant needs to process information in an invoice.

We will only disclose your personal data to any another third party with your consent to the disclosure.

We do not sell or exchange your personal data with organisations who may want to sell you something or use your data for research or other purposes.

### **Reasons we can collect and use your personal information**

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- Your consent (you can withdraw this at any time)
- We have a contractual obligation
- We have a legal obligation

We need to keep customer information long enough to satisfy HMRC and our insurers. Therefore, personal data of customers, suppliers and associates will be kept for seven years.

### **How we store your personal information**

Like most small businesses, we do not have any tailor-made software. We use mainstream packages for everything from our customer records, to email to accounting. This means that some of your data may be held in the EEA and some may be held in services in the USA (with suitable data privacy shields) or elsewhere. We have picked mainstream suppliers with appropriate security standards.

### **Your data protection rights**

Under data protection law, you have the right to know what information we are collecting on you, and to amend it if it is inaccurate. If you feel for some reason we have information we should not be keeping, or it is out of date or otherwise wrong, please let us know and we will take appropriate action.

You also have a “right to be forgotten” – within some legal limits. If you want us to remove data about you, please let us know. We may not be able to remove all data as we have to ensure that we can continue to comply with legal, accounting, taxation and our insurer’s requirements.

For more information on your rights and what they mean for you, please refer to the Information Commissioner’s website: <https://ico.org/uk/>

### **How to complain**

If you have any concerns about our use of your personal information, or how we have responded to a request for information or removal, you can take this up in the first instance by emailing us at [marian@seaglassconsulting.co.uk](mailto:marian@seaglassconsulting.co.uk).

If we can’t sort it out, you can make a complaint to the Information Commissioner. You can contact them at:

Information Commissioner’s Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

### **Changes to the Privacy Notice**

This Privacy Notice was published on 3 March 2021 and last updated on 3 March 2021.

We may make changes to this statement from time to time as required and you are encouraged to periodically review this page for information on our latest practices.