

Privacy Policy

This Privacy Notice explains in detail the types of personal data we may collect about you whenever you interact with us. It also explains how we'll store and handle that data and how we keep it safe.

We hope the following sections will answer any questions you have but if not, please do get in touch with us.

If at anytime we need to update this Privacy Notice, we'll let you know, along with a list of the changes and/or updates we've made.

This notice was last updated on 16th May 2020

1. Legal basis

The law on data protection sets out a number of different reasons for which a company may collect and process your personal data, including:

Consent

In specific situations, we can collect and process your data with your consent. For example, when you tick a box to receive email newsletters.

Contractual obligations

It's unlikely that any situation will require us to collect and process data for legal reasons. If at any point the issue arises we will clearly state what our actions are.

Legal compliance

It's unlikely that any situation will require us to collect and process data for legal reasons. If at any point the issue arises we will clearly state what our actions are.

Legitimate interest

In specific situations, we may require your data to pursue our legitimate interests in a way which might reasonably be expected as part of running our business and which does not materially impact your rights, freedom or interests.

2. When do we collect your personal data?

- When you visit our website to contact us.
- When you contact us through any channel with queries, questions etc.
- When you ask one of us to email you information about a product or service and when we begin working with organisations and individuals within the organisation.
- When you engage with us on social media.
- When you sign up to our newsletter.
- When you book any kind of appointment with us or book to attend an event, for example a coaching session or team away day.
- When you choose to complete any surveys we send you.
- When you comment on or review our products and services.
- When you fill in any forms. For example, our 'Tell us what you think' evaluation
- When we collect data from publicly-available sources where you have given your consent to share information or where the information is made public as a matter of law.

3. What sort of personal data do we collect?

- If we are working with you either as an individual or as part of an organisational wide programme: your name, title/position, work address, email and telephone numbers.
- Details of your interactions with us through meetings, coaching sessions, team events, requests for new or further work
- Copies of any documents you choose to or are asked to provide. For example, psychometric reports, 360 feedback. These will include your name and in relation to some documents identifiable information either directly or indirectly
- Personal details which may help us to recommend items of interests. For example, events, coaching, models etc.
- Your comments and reviews.
- Your social media username, if you interact with us through these channels, to help us respond to your comments, questions or feedback.

We'll only ask for and use your personal data collected in relation to work designed and delivered by us and in recommending anything relating to this that we think might be of interest to you. **It's always your choice what details you share with us.**

4. How we use your personal data

To get in touch with you regarding current and ongoing work, proposal requests, responding to query etc. We may contact you via email, post and/or social media, but you are free to opt out at any time – just let us know.

5. How we protect your data

Data security matters to all of us and with this in mind we will treat your data with the utmost care and take all appropriate steps to protect it.

- Any data submitted through our website is sent over a secured, encrypted connection
- Access to your personal data is password-protected.

In conjunction with our IT support partners (Our IT Department) we regularly monitor our system for possible vulnerabilities and update security software regularly.

6. How long do we keep your personal data?

Whenever we collect or process your personal data, we'll only keep it for as long as is necessary for the purpose for which it was collected.

7. Who do we share your personal data with?

We sometimes share your personal data with trusted third parties. Examples of the kind of third parties we work with include:

- Our IT support partners who support our business systems.
- Operational companies such as delivery couriers.

Here's the policy we apply to those organisations to keep your data safe and protect your privacy:

- We provide only the information they need to perform their specific services.
- They may only use your data for the exact purposes we specify in our contract with them.
- We work closely with them to ensure that your privacy is respected and protected at all times.
- If we stop using their services, any of your data held by them will be deleted

8. What are your rights?

You have the right to request a copy of any information about you that Performance Equations may hold at any time, and also to have that information corrected if it is inaccurate. To ask for your information, please contact us at info@performance-equations.co.uk

9. Contacting the regulator

If you feel that your data has not been handled correctly, or you are unhappy with our response to any requests you have made to us regarding the use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

You can contact them by calling 0303 123 1113. Or go online to www.ico.org.uk/concerns

If you are based outside the UK, you have the right to lodge your complaint with the relevant data protection regulator in your country of residence.