

## PRIVACY POLICY

### SUMMARY

This policy outlines:

- What information we collect about you and why when you visit our website, book a scoping call, sign up for our newsletter, subscribe to our mailing list or enter into a business relationship with Start Small Plan Big Limited.
- How we use your personal information.
- How we protect your personal information.
- What rights you have in relation to the personal information that we hold about you.

Start Small Plan Big Limited is deemed to be a 'data controller'. Unless we are obliged or permitted to do so by law, we will not disclose any of your data to another third party without your consent.

We will never pass your information to any company so that they may market their products to you.

### WHAT INFORMATION DO WE COLLECT ABOUT YOU?

We may collect the following information, which includes personal information from you, when you provide your details to us via an opt in form, email, when you subscribe to a newsletter, book a scoping call or request for some information to be sent to you:

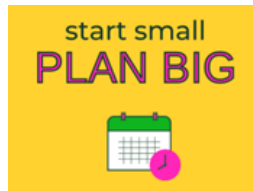
- Name and address.
- Contact details such as email addresses or telephone numbers.
- IP Address of the computer.
- Cookies – further information is available in our cookie policy on page 4 and 5 of this document.

If you enter into a business relationship with Start Small Plan Big Limited, payment details will also be collected but we will not retain a record of this information, this will enable us to carry out our services for you. You will also automatically be signed up to the regular email so we can keep you up to date with our services, and any other information we feel may be of benefit to you.

### WHY WE COLLECT THE INFORMATION ABOUT YOU?

The personal information collected will be used by us to:

- Provide you with the information that you have requested, including updates or services from us which we feel may be of interest to you.
- Include you in the subscription process in order that you receive the newsletter or any other information that you may have requested.
- Contact you to discuss any queries you may have.
- Fulfil and provide the service, that you have requested and made payment for.
- Accountancy Purposes.



## **WHY CAN WE USE YOUR PERSONAL INFORMATION?**

- We will contact you on the understanding that you have submitted your personal details, requesting further information from us, or have requested a scoping call, which we deem to be a legitimate interest.
- In the event that you sign up for a service with us, we will be using your personal information to enable us to fulfil the contract that you will have with us (in which event you will receive notification of any other information we may need to collect).
- If you have provided a testimonial for our use, we deem this to be a legitimate business interest.
- For legal requirements we have for accountancy purposes.
- If you have provided consent for us to provide you with marketing emails to keep you updated about our business.

## **WHO MIGHT YOUR PERSONAL INFORMATION BE PROVIDED TO?**

We will only share your personal information with trusted partners that we require to fulfil our obligations to you. If we do share it, we will ensure the necessary due diligence is carried out, so we are confident the necessary regulations are being met.

Your data may be shared with other companies to help us analyse and better understand our customers and their requirements.

At the time of writing this policy, the trusted partner that is used is Aweber which is used to record appropriate personal information to enable us to fulfil our obligations to you in relation to providing information you have requested, updates to our services and our newsletter (where applicable). Calendly is used to schedule scoping calls. In the event that you enter into a business relationship, Stripe enables us to take payment. Further information as to how these companies handle personal information is available in their privacy policy's.

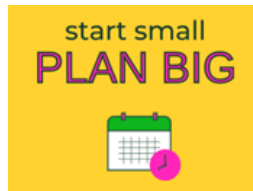
## **HOW WE PROTECT YOUR PERSONAL INFORMATION?**

To keep your personal data secure, we store it using appropriate standard encryption and information security policies. This means that your information is only accessible to those who are authorised to do so and only within our approved locations. If your data is transmitted to any of our trusted partners, appropriate security measures are in place to ensure this isn't intercepted.

## **LOCATION OF YOUR DATA**

The recipients of any personal data submitted on the website will be limited to Start Small Plan Big and personal information is retained in the UK. There may be operational requirements to transfer your data outside of the UK, and this may occur as a result of the 3rd parties that we use, however if we do this the same degree of protection is given to your personal data as if it was stored and used within the UK and regulated in line with it's laws.

## **RETENTION PERIOD OF YOUR DATA**



Your personal information will be retained for as long as necessary in line with the legal reasons for utilising this data. If you require further information, this is available upon request.

## **YOUR RIGHTS**

In relation to the personal information that we hold about you, you may have the following rights:

- **Right to be informed** – you have the right to ask to see what data we hold about you.
- **Right to access** – to your personal information. If you wish to obtain a copy of the information, we hold about you please contact the relevant individual (contact details below) in writing with the subject 'Subject Access Request'. Generally, the information will be provided within one month, however, please be aware that we will take necessary steps to evidence your identity prior to releasing any personal information for your own security.
- **Right to rectification** – if you believe the information, we hold about you to be incorrect or incomplete you have the right to ensure this is rectified. For further information please contact the individual stated below. This rectification should typically be complete within one month.
- **Right to erasure** – also known as the right to be forgotten. In specific circumstances you will have the right to have your personal data erased or to prevent processing. We can refuse your request for erasure if we have a legal obligation to continue to hold your data.
- **Right to object** – you can ask us to stop contacting you or marketing to you by writing, calling or emailing us at [lizzy@startsmallplanbig.co.uk](mailto:lizzy@startsmallplanbig.co.uk)

## **CONTACT DETAILS**

Further information can be obtained from [lizzy@startsmallplanbig.co.uk](mailto:lizzy@startsmallplanbig.co.uk)

## **RIGHT TO LODGE A COMPLAINT**

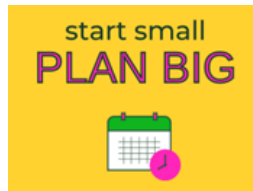
Whilst we would like to be given the opportunity to put right any issues you may have initially; you have the right to lodge a complaint with the Information Commissioner's Office (ICO) if you are unhappy with how we have handled your personal data.

<https://ico.org.uk/complain>

0303 123 1113

**POLICY LAST UPDATED:**

May 2022



## COOKIE POLICY

This is the Cookie Policy for Start Small Plan Big Limited, accessible from [www.startsmallplanbig.co.uk](http://www.startsmallplanbig.co.uk)

### WHAT ARE COOKIES

As is common practice with almost all professional websites this site uses cookies, which are tiny files that are downloaded to your computer, to improve your experience. This page describes what information they gather, how we use it and why we sometimes need to store these cookies. We will also share how you can prevent these cookies from being stored however this may downgrade or 'break' certain elements of the site's functionality.

For more general information on cookies, please read "[What Are Cookies](#)". Information regarding cookies from this Cookies Policy are devised by Start Small Plan Big Limited.

### HOW WE USE OUR COOKIES

We use cookies for a variety of reasons detailed below. Unfortunately, in most cases there are no industry standard options for disabling cookies without completely disabling the functionality and features they add to this site. It is recommended that you leave on all cookies if you are not sure whether you need them or not in case, they are used to provide a service that you use.

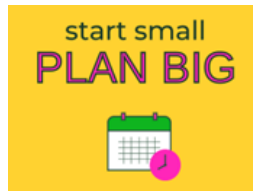
### DISABLING COOKIES

You can prevent the setting of cookies by adjusting the settings on your browser (see your browser Help for how to do this). Be aware that disabling cookies will affect the functionality of this and many other websites that you visit. Disabling cookies will usually result in also disabling certain functionality and features of this site. Therefore, it is recommended that you do not disable cookies. This Cookies Policy was created specifically for Start Small Plan Big Limited.

### THE COOKIES WE SET

- Forms related cookies - When you submit data to through a form such as those found on contact pages or comment forms cookies may be set to remember your user details for future correspondence.
- Site preferences cookies - In order to provide you with a great experience on this site we provide the functionality to set your preferences for how this site runs when you use it. In order to remember your preferences we need to set cookies so that this information can be called whenever you interact with a page is affected by your preferences.

### THIRD PARTY COOKIES



In some special cases we also use cookies provided by trusted third parties. The following section details which third party cookies you might encounter through this site.

This site uses Google Analytics which is one of the most widespread and trusted analytics solution on the web for helping us to understand how you use the site and ways that we can improve your experience. These cookies may track things such as how long you spend on the site and the pages that you visit so we can continue to produce engaging content.

For more information on Google Analytics cookies, see the official Google Analytics page.

From time to time we test new features and make subtle changes to the way that the site is delivered. When we are still testing new features these cookies may be used to ensure that you receive a consistent experience whilst on the site whilst ensuring we understand which optimisations our users appreciate the most.

We also use social media buttons and/or plugins on this site that allow you to connect with your social network in various ways. For these to work the following social media sites including; Linked In, Facebook, Instagram, Google and You Tube, will set cookies through our site which may be used to enhance your profile on their site or contribute to the data they hold for various purposes outlined in their respective privacy policies.

## **MORE INFORMATION**

Hopefully that has clarified things for you and as was previously mentioned if there is something that you aren't sure whether you need or not it's usually safer to leave cookies enabled in case it does interact with one of the features you use on our site.

However, if you are still looking for more information then, you can contact us through one of our preferred contact methods:

Email: [lizzy@startsmallplanbig.co.uk](mailto:lizzy@startsmallplanbig.co.uk)