

## Frequently asked questions

<b>Who is using my data?</b>	<b>Entrepleio Consulting Limited.</b>
What is my data being used for?	Entrepleio Consulting Limited. stores and processes data to help us maintain your account, process and store transaction details, provide services, offer customer support, send and send offer details.
What will happen to my data?	Entrepleio Consulting Limited. may use your data to send you information, updates and offers we think you'll be interested in. Data provided by you for self-assessments will be used by consultants to deliver services and support to you. This data will also be used to form normative groups on an anonymised basis for our analysis and to improve our products and services.
What data will be kept and stored?	Entrepleio Consulting Limited. stores registration details, transaction details, usage information and any information about your web preferences on our website. Self-reported assessment data will be stored as part developing your feedback reports and in delivering supporting services.
What data will be shared with others?	Your self-reported assessment data will be shared with Entrepleio trained consultants to deliver feedback and support to you. Certain data aspects such as your self-reported assessments are stored our survey tool provider's ( <a href="https://surveyanyplace.com/">https://surveyanyplace.com/</a> ) hosting services We only share your data with regulators or government bodies if requested.
How long will my data be kept for?	Entrepleio Consulting Limited. will store your data for a period of 2 years after your last attempted login. After this period, your account will be deleted. You can request your account to be deleted at any time. Anonymised self-reported data will be held to support our tool development and analysis
Who will be able to access my data?	Reports generated from your self-assessment will be shared with the Entrepleio consultants that are providing services and support to you in order that they can provide tailored feedback. Entrepleio Consulting Limited. will never sell or share your data to any third-party, unless you grant us your explicit permission to do so.
How will my data be kept and made secure?	Entrepleio Consulting Limited. stores your data on secure servers that are based in the UK. Data is processed in the UK, and we use standard industry security protocols.

## **Privacy Notice**

Date: January 2022

Entrepleio Consulting Limited. takes your privacy seriously. That is why we will only use your personal information to provide you with the products and services you have requested, as well as to administer your account. We will not sell or share your information with third-parties you grant us explicit permission to do so, and we will never use your personal data for any reason other than the reasons described within this policy.

### **About our privacy policy**

Our privacy policy outlines your relationship with our company and explains in detail how we use the information that you provide us with.

### **About Entrepleio Consulting Limited.**

Entrepleio Consulting Limited. is the trading name of Entrepleio Consulting Limited. , which is registered in United Kingdom and registered with the UK's Information Commissioner's Office under the Data Protection Act 2018. Our data controller is Mark Simpson , and we encourage you to get in touch with any questions you may have about Entrepleio Consulting Limited. .

You can reach us by:

- Post: First Floor, Brailsford House, Knapp Lane, Cheltenham, Gloucestershire, GL50 3QA United Kingdom
- Telephone: +44 7931 942 794
- Email: [enquiries@resilientchanging.com](mailto:enquiries@resilientchanging.com)
- Website: <https://entrepleio.com/>

### **Changing your preferences**

If you'd like to change your web, contact or marketing preferences, you can do so at any time. Simply contact us at [enquiries@resilientchanging.com](mailto:enquiries@resilientchanging.com) to request the necessary amendments.

### **How we do business**

Entrepleio Consulting Limited. is committed to upholding and maintaining your personal rights. We operate our business in-line with the European Union's General Data Protection Regulation and observe your rights to change or withdraw your opt-in options at any time. As part of our ongoing commitment to uphold your rights, Entrepleio Consulting Limited. will also extend advice on how you can issue formal complaints to relevant authorities, such as the Information Commissioner's Office.

### **Sensitive data**

In general Entrepleio Consulting Limited. does not collect any sensitive data about you unless you are a client and receiving certain services. In these cases what is being collected and why is explicitly defined, e.g. lifestyle details for resilience coaching services. Sensitive data refers to (but is not limited to) information about your race or ethnic background, gender, health background or lifestyle information. Where doing so sensitive data will be handle with greater care than other personal data and only used by those involved in supporting specific service delivery.

### **Who our privacy policy applies to**

This privacy policy has been developed to inform users of Entrepleio Consulting Limited. how we use their data. Entrepleio Consulting Limited. is a consulting services business and we need to process the data of individuals to offer our products and/or services. Bearing that in mind, our privacy policy applies to any and all individuals registered with us as a user, customer, administrator or in any other capacity.

### **What information this policy applies to**

There is a lawful basis for processing your data, and this section of our privacy policy outlines how this applies to the personal information you provide us with or allow us to collect.

The information this policy applies to includes information that you:

- Provide as part of any registration process
- Provide as part of any campaign creation activity
- Provide in the form of numerical data, metadata or communications
- Give us as part of our ongoing relationship

This policy also applies to information that we:

- Collect relating to how you interact with our website
- Must process to complete purchases and other transactions

### **Consent**

Please note that when you submit personal data on our website, you are giving Entrepleio Consulting Limited. your explicit consent that we can use that data in line with our privacy policy.

### **Opting-out**

After giving Entrepleio Consulting Limited. your consent, you are free to amend your consent or withdraw your consent at any time. You have the right to object to the processing of your data. To opt-out, change your preferences or revoke your consent, simply contact us by

emailing [enquiries@resilientchanging.com](mailto:enquiries@resilientchanging.com)

### Data processing and storage

Entrepleio Consulting Limited. collects and stores data in the UK. We will store your data for a period of 2 years after your last recorded login attempt unless otherwise noted and explicitly stated.

Entrepleio Consulting Limited. stores data relating to transactions, payments and orders for a period of up to seven years. This period may be extended under certain circumstances as part of our ongoing commitment to comply with UK and international law.

We use carefully selected and recognised third-parties to help us take payments, provide commerce services and manage company accounts. Some of these third-parties may operate outside the European Union.

Entrepleio Consulting Limited. may process your data based on more than one legal ground.

Circumstances under which we may be required to process your data under more than one legal ground may include:

Reason	Data type	Legal basis
Customer registration	Identity and contact information	To carry out a contract we've made with you
Processing and/or delivering your order	Identity, contact information, . Self-reported assessment, financial information, financial and transactional data	To carry out a contract we've made with you and to exercise our legitimate interests to recover debts owed
To manage our customer relationship with you	Identity, contact information, marketing and communications preferences	To carry out a contract we've made with you, to comply with legal obligations and to exercise our legitimate interests to keep our records updated

### Marketing and communications

Entrepleio Consulting Limited. may send you marketing communications if you have given us your contact details and opted-in to marketing communications.

You can opt-out of these marketing communications and manage your preferences at any time.

### Our company obligations

As a data controller, Entrepleio Consulting Limited. is legally responsible for the data you provide us with. In honouring that responsibility, we pledge to uphold our commitments under GDPR and the Data Protection Act 2018.

We will only ever use your data:

- In ways that are both fair and legal
- As described within this policy
- In ways that are necessary for the purposes described

In addition, Entrepleio Consulting Limited. processes the personal data you submit to us or we collect as a data processor. As part of this role, Entrepleio Consulting Limited. takes all necessary precautions to secure the personal data we collect, process and store.

We may occasionally use the data you provide us with for marketing, relationship management or account management activities. These activities are designed to ensure you have adequate information about other products and/or services we offer, that we have reason to believe you may be interested in. You have the right to opt-out of these activities at any time.

### **Third-Parties**

Entrepleio Consulting Limited. never shares your personal data with third-parties unless those parties have been explicitly mentioned within our privacy statement.

### **Our security**

As part of our ongoing commitment to GDPR, Entrepleio Consulting Limited. will report any security breaches or attempted breaches to the relevant authorities within 24 hours. We will subsequently contact all those affected by the breach within 72 hours of its occurrence.

### **Legitimate interests**

As part of the Data Protection Act 2018, Entrepleio Consulting Limited. observes the right to share selected information with third-parties that use data for non-marketing purposes. This could include (but is not limited to) organisations that provide credit assessments, identification services and fraud prevention activities.

### **Contact us**

Entrepleio Consulting Limited. is committed to upholding your rights. If you have any questions, comments or concerns about this privacy policy or wish to exercise your rights in relation to your personal data, please contact Mark Simpson at Entrepleio Consulting Limited. .

We will process any request within one month. Subject Access Requests are normally

performed free of charge, but we may need to charge individuals for excessive or unreasonable data requests.