

# Fidence Consulting Ltd Privacy Policy

February 2024

Thank you for providing us with your contact details. The following statement outline why we need this information, how we store it and how we use it. If you have any questions relating to this policy, please contact us [kelen@fidence.co.uk](mailto:kelen@fidence.co.uk).

## The type of personal information we collect

We currently collect and process the following information:

- **Personal identifiers:** contacts, and characteristics (for example, name, role, organisation and contact details)
- **Customer Data:** data relating to any purchases of goods and/or services such as name, title, billing address, delivery address email address, phone number, contact details, purchase details and card details.
- **Customer Employee Data:** data relating to those employees who have subscribed to their company's project to use the services of Fidence Consulting. This may include name, title, contact details and, if assessments have been carried out, individual DISC or TLQ styles and any personal information that may be provided to us in these assessments and execution of the agreed assessments

## How we get the personal information and why we have it.

Most of the personal information we process is provided to us directly by you because you are.

- a) Attending an event hosted by us and we need your details to be able to communicate with you about the event.
- b) Subscribing to a newsletter or other form of communication and we need your details to be able to fulfil this.
- c) Submitting a request through our website and we need your details in order to be able to reply to you.
- D)** Undertaking a profiling tool and we need your information in order to complete the profiling.

In some situations, we may receive your personal information indirectly, from your colleagues or other connections, for the purposes of being able to contact you directly to complete an assessment or to arrange coaching or training.

We will check with you before we share your contact details. Under the General Data Protection Regulation (GDPR), the lawful basis we rely on for processing this information is your consent. You can remove your consent at any time. You can do this by contacting [kelen@fidence.co.uk](mailto:kelen@fidence.co.uk)

## How we store your information.

Your information is securely stored in our in-house systems which are backed up physically and in the cloud. We keep your contact details, updating them as you advise us to, until you request us to remove them.

Your data protection rights. Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal information.
- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

## How to complain

Should you wish to make a complaint, you can contact us at [Kelen@fidence.co.uk](mailto:Kelen@fidence.co.uk) and you can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>