



# FGA CONSULTING LIMITED

## Privacy Notice

Version: 1  
Date: 10/04/2021  
Author: Optindigo.com  
Stored at: Local

## Privacy Statement Summary:

Who will use my data?	FGA Consulting Ltd
What for?	We will store and process your data in order to allow us to provide our management consulting services to you. We may also send you information relevant to you or information that we think you will be interested in.
What will happen if I contact you?	If you contact us we will use your information send you the information you have requested and other information that we think you will be interested in.
What data will be stored?	We will store your personal details in order to provide our management consulting services to you and to meet our obligations to you under any guarantee or warranty. We will store details of enquiries, payments, contracts, scope of works and related financial information as required.
What data will be shared?	We will not share your data with any third parties other than as described here. We will share your information with any regulator or legal body that requests it.
How long?	Your data will be stored for 7 years after our transaction (based on HMRC accounting requirement) after which time your data will be deleted.
Who can access my data?	We will never sell, share or otherwise distribute your data to any other third party other than as required to meet our commitments to you and to operate our business.
How is my data kept secure?	We will store your data on secure EU based servers. We use industry standard security protocols/technology to secure data. Where data is transferred outside of the EU we will ensure appropriate technical and administrative controls are established.

## About This Privacy Policy

This policy sets out how we will use and share the information that you give us. This policy describes your relationship with FGA Consulting Ltd. The General Data Protection Regulation (GDPR) describes how organisations must collect, handle, process and store personal information.

These rules apply regardless of whether data is stored electronically, on paper or on other materials. To comply with the law, personal information must be collected and used fairly, stored safely and not disclosed unlawfully. GDPR is underpinned by eight important principles. These say that personal data must:

- Be processed fairly and lawfully
- Be obtained only for specific, lawful purposes
- Be adequate, relevant and not excessive
- Be accurate and kept up to date
- Not be held for any longer than is necessary
- Processed in accordance with the rights of the data subjects
- Be protected in appropriate ways

- Not be transferred outside the European Economic Area, unless that country or territory also ensures an adequate level of protection

We take these responsibilities seriously; this document describes our approach to data protection.

This policy helps to protect us from data security risks, including:

- Breaches of confidentiality. For instance, information being given out inappropriately.
- Failing to offer choice. For instance, all individuals should be free to choose how the company uses data relating to them.
- Reputational damage. For instance, the company could suffer if hackers successfully gained access to sensitive data.
- Any other loss or damage as a result of a data breach.

## Who We Are And How To Contact Us

FGA Consulting Ltd that is registered in United Kingdom and is registered with the Information Commissioner's Office. The data controller is: CAROLINE BAYMAN. You can contact us in any of the following ways:

Email: [caroline.bayman@yahoo.com](mailto:caroline.bayman@yahoo.com)

Phone: 07721313064

Post: Westering, Poulders Road, Sandwich, Kent CT13 0LU, UK

## Who this privacy policy applies to

FGA Consulting Ltd is a management consulting company. In our normal course of business we would only hold corporate contact and payment details, however, in the event the client provides personal contact and payment details that data would fall under this policy. It relates to clients, consultants, suppliers, partners, owners, employees, contractors, and all other third parties that share data with FGA Consulting Ltd. Processing of your data is required in order to provide our services to you and to meet our contractual obligations. This policy applies to individuals who have shared their data with FGA Consulting Ltd as either an owner, employee, supplier or in any other capacity.

It applies to all data that the company holds relating to identifiable individuals, even if that information technically falls outside of the GDPR. For example:

- Names of Individuals
- Postal addresses
- Email Addresses
- Telephone numbers
- Financial Information

## What this policy applies to

This section describes the lawful basis for processing your data and applies to the information about

yourself that you choose to provide us with or that you allow us to collect. This includes:

- The Information you provide when you contact us
- When you contact us in order to discuss using our services
- Information we collect about how you use the website
- Information relating to services we offer to you and other transactions including financial and other personal information required to complete these transactions
- Information that is given and stored as part of our ongoing relationship

We do not routinely collect or process sensitive data about you however where this is the case we will ensure appropriate controls are established.

## How your information will be used

We will only use your personal data for the purposes for which we collected it and as you would reasonably expect your data to be processed and only where there is a lawful basis for such processing, for example:

Purpose/Activity	Type of data	Lawful basis for processing
To register you as a client if your corporate contact details cannot be used	(a) Identity, (b) Contact	Performance of a contract with you
To process and deliver the services you request including managing payments, fees and charges, and to collect and recover money owed to us in the event corporate bank details cannot be used.	(a) Identity, (b) Contact, (c) Financial, (d) Transaction, (e) Marketing and Communications	(a) Performance of a contract with you, (b) Necessary for our legitimate interests to recover debts owed to us
To manage our ongoing relationship with you which will include notifying you about changes to our terms, services or privacy policy, to maintain our records	(a) Identity, (b) Contact, (c) Profile, (d) Marketing and Communications	(a) Performance of a contract with you, (b) Necessary to comply with a legal obligation, (c) Necessary for our legitimate interests to keep our records updated
To administer and protect our business	(a) Identity, (b) Contact, (c) Technical	(a) Necessary for our legitimate interests for running our business, to prevent fraud and in the context of a business reorganisation or group restructuring exercise, (b) Necessary to comply with a legal obligation
To use data to manage and improve our relationships with our clients and other data subjects	(a) Technical, (b) Usage	Necessary for our legitimate interests to develop our business and to inform our marketing strategy
To make suggestions and recommendations to you about information that may be of interest to you	(a) Identity, (b) Contact, (c) Technical, (d) Usage, (e) Profile	Necessary for our legitimate interests to develop our services and grow our business

Normal course of business we would only hold corporate contact and payment details, however, in the event the client provides personal contact and payment details we may collect and process information about you, including your name, address, contact details (including email address and mobile phone number), and data collected as part of any financial transaction or payment. We may take personal information from:

- Information that you provide to us when you contact us

- Information that you provide to us when purchasing a property or using our services
- Information relating to any consulting service provided or related services we provide you including any other details taken (including your address, telephone number and payment details)

Personal data we receive will be used for the purposes it was provided, including:

- To respond to queries from you
- To carry out our obligations arising from any contracts entered into between you and us including the provision of maintenance and repair services, and to respond to queries from you regarding those contracts
- To manage and administer the relationships between you and us
- To notify you about changes to our services and to otherwise communicate with you; for example, we will use your contact details in order to respond to any queries that you submit to us
- To obtain feedback from you regarding us

We may also use your personal information to provide you with other information that may be of interest to you. This document explains how you can change whether to receive this information. Please note that, even if you choose not to receive this information, we may still use your personal information to provide you with important services communications, including communications in relation to any services we provide to you.

## How to change your preferences

We operate in line with EU GDPR (May 2018) data protection guidelines. We respect your rights and will respond to any request for access to personal information and requests to delete, rectify, transfer, data and to stop processing. We will also advise you on how to complain to the relevant authorities, namely the Information Commissioner's Office. Any requests or objections should be made in writing to the Data Controller or you can visit our website, call, or email us to contact us to change your preferences at anytime.

## Scope of Agreement

By submitting your personal data to us you are affirming your agreement for such information to be used in accordance with this privacy policy. You will be able to change your preferences at any time by the methods described as prescribed in this document.

We may from time to time use your information for marketing, account management or relationship management purposes. The main purpose of this is to provide you with information which we think may be of interest to you and/or to manage our relationship with you.

## Opting out at a later date

Where you give your consent for us to process your data, for example when you agree to us sending you marketing information or where you agree to us processing financial data, you can contact us to amend

or withdraw your consent at anytime. You can also choose to object to processing and request deletion of your data. We respect all user rights as defined in GDPR. If you have any comments or wish to complain please contact us.

## How we store and process your data

Your data will be collected stored and processed in the EU only, we do not transfer your data outside the EU. Your data will be stored for up to 17 years after the completion of our transaction to ensure we have records of service, payments, warranties and other interactions we have with you.

In order to provide our services to you, we use recognised third parties to take payment, conduct credit reports and other checks, manage our company accounts and provide banking services. We will store transactions, payment and order data for up to 17 years or for as long as required by UK financial and company regulations. These third parties may operate outside the EU, if this is the case we will ensure precautions are in place to protect your data.

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to find out more about how the processing for the new purpose is compatible with the original purpose, please email us. If we need to use your personal data for a purpose unrelated to the purpose for which we collected the data, we will notify you and we will explain the legal ground of processing.

We may be legally obliged to disclose your personal information without your knowledge to the extent that we are required to do so by law; in connection with any ongoing or prospective legal proceedings; in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk); to any person who we reasonably believe may apply to a court or other competent authority for disclosure of that personal information where, in our reasonable opinion, such court or authority would be reasonably likely to order disclosure of that personal information.

You will only receive marketing communications from us if you have:

- Requested information from us or purchased a property from us
- You have not opted out of receiving marketing

We will get your express opt-in consent before we share your personal data with any third party for marketing purposes.

## Our obligations

We are a data controller. In relation to the information that you provide to us, we are legally responsible for how that information is handled. We will comply with the GDPR (2018) in the way we use and share your personal data. Under certain circumstances, you have rights under data protection laws in relation to your personal data. These include the right to:

- Request access to your personal data.
- Request correction of your personal data.
- Request erasure of your personal data.
- Object to processing of your personal data.
- Request restriction of processing your personal data.
- Request transfer of your personal data.
- Right to withdraw consent.

You can see more about these rights at: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

## Third Parties

We may have to share your personal data with the parties set out below for the purposes described in this document:

- Service providers who provide IT and system administration services.
- Third parties including other consultants, our partners or contractors, equipment providers, and other third parties as required to run our business and meet our obligations to you. Where we share you details with any third party this will be as you would reasonably expect.
- Professional advisers including lawyers, bankers, auditors and insurers who provide consultancy, credit scoring, banking, legal, fraud protection, insurance and accounting services.
- HM Revenue & Customs, regulators and other authorities based in the United Kingdom and other relevant jurisdictions who require reporting of processing activities in certain circumstances.
- Third parties to whom we sell, transfer, or merge parts of our business or our assets.

We require all third parties to whom we transfer your data to respect the security of your personal data and to treat it in accordance with the law. We only allow such third parties to process your personal data for specified purposes and in accordance with our instructions.

## Security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know such data. They will only process your personal data on our instructions and they are subject to a duty of confidentiality. We will report any breaches or potential breaches to the appropriate authorities within 24 hours and to anyone affected by a breach within 72 hours. If you have any queries or concerns about your data usage, please contact us.

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

## Contacting us, exercising your information rights and Complaints

If you any questions or comments about this Privacy Policy, wish to exercise your information rights in connection with the personal data you have shared with us or wish to complain, please contact: CAROLINE BAYMAN at FGA Consulting Ltd. We will process SARs within 30 days, SAR responses are usually free but we reserve the right to charge for excessive or unfounded requests. We fully comply with Data Protection legislation and will assist in any investigation or request made by the appropriate authorities. If you remain dissatisfied then you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF  
[www.ico.org.uk](http://www.ico.org.uk)

End of document.