

# Regrelate Consulting Services Limited

## privacy notice

This privacy notice tells you what to expect us to do with your personal information.

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### Contact details

Email: [enquiries@regrelate.co.uk](mailto:enquiries@regrelate.co.uk)

### What information we collect, use and why

We collect or use the following information to provide services:

- Names and contact details
- Addresses
- Payment details (including card or bank information for transfers and direct debits)
- Records of meetings and decisions
- Identification documents
- Information relating to compliments or complaints

We collect or use the following information for the operation of customer accounts and guarantees:

- Names and contact details
- Addresses
- Payment details (including card or bank information for transfers and direct debits)
- Marketing preferences

We collect or use the following information for service updates or marketing purposes:

#### **Regrelate Consulting Services Limited**

Regrelate Consulting Services is a limited company trading as Regrelate, registered in England number 16522748.

71-75 Shelton Street, Covent Garden, London, WC2H 9JQ

- Names and contact details
- Addresses
- Customer or client accounts and records
- Correspondence

### **Lawful bases and data protection rights**

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access:** you have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which mean you may not receive all of the information you ask for. [Read more about the right of access.](#)
- **Your right to rectification:** you have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification.](#)
- **Your right to erasure:** you have the right to ask us to delete your personal information. [Read more about the right to erasure.](#)
- **Your right to restriction of processing:** you have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing.](#)
- **Your right to object to processing:** you have the right to object to the processing of your personal data. [Read more about the right to object to processing.](#)
- **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. [Read more about the right to data portability.](#)
- **Your right to withdraw consent:** when we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent.](#)

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If you make a request, we must respond to you without undue delay and in any event within one month. To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

### **Our lawful bases for the collection and use of your data**

Our lawful bases for collecting or using personal information to provide services are:

- **Consent:** we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- **Contract:** we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for the operation of customer accounts and guarantees are:

- **Consent:** we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- **Contract:** we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful basis for collecting or using personal information for service updates or marketing purposes is:

- **Consent:** we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information for dealing with queries, complaints or claims are:

- **Consent:** we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- **Contract:** we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

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## **Where we get personal information from**

- Directly from you
- Publicly available sources

## **How long we keep information**

This retention schedule outlines the timeframes for retaining, reviewing and disposing of company records and data. It ensures compliance with legal, regulatory, and operational requirements, and supports effective information governance.

This schedule applies to all records created, received, or maintained by Regrelate Consulting Services Limited, regardless of format (paper, electronic, or other media). It includes any and all corporate, financial, HR, legal and operational documents.

<b>Record type</b>	<b>Retention period</b>	<b>Disposal action</b>	<b>Legal basis</b>
Contracts and agreements	6 years after expiry	Review then destroy	Limitation Act 1980
Customer registration details	6 years from year end	Review then destroy	Legitimate interests
Information pertaining to delivery of your service(s)	6 years after contract expiry	Review then destroy	Contract
Financial records	6 years from year end	Secure destruction	Companies Act 2006, HMRC requirements
Meeting minutes	Permanent	Archive	Governance best practice

Retention periods begin from the date the record is closed, last modified, or the relevant event occurs (e.g. contract expiry). Records will be reviewed as required at the end of their retention period. If no longer required, they will be securely destroyed or archived if deemed significant.

All staff are responsible for ensuring compliance with this schedule. Retention periods listed are specific to Regrelate Consulting Services Limited's operational and legal risk appetite. They should not be copied without appropriate legal review.

For more information on how long we store your personal information or the criteria we use to determine this please contact us using the details provided above.

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### **Who we share information with**

Others we share personal information with:

- Organisations we're legally obliged to share personal information with

### **How to complain**

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO:

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

Tel: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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