



Privacy Policy

Dungate Consultancy Ltd ("we", "our", or "us") is committed to protecting the privacy and security of your personal information. This privacy policy explains how we collect, use, and protect personal data when you use our website [www.dungateconsultancy.co.uk] or engage with our consultancy services.

1. Who We Are

Dungate Consultancy Ltd is a UK-based consultancy providing services relating to textile reuse, recycling, and circular economy solutions. We act as the data controller for the personal data we collect through this website and our business operations.

2. Information We Collect

We may collect and process the following types of personal data:

- **Identity and contact information:** Name, email address, phone number, job title, and organisation.
- **Website usage data:** IP address, browser type, pages viewed, and time spent on the website (via cookies or analytics).
- **Service-related data:** Information you voluntarily provide in contact forms, surveys, email communications, or during consultations.

We do **not** collect sensitive personal data unless it is essential for the service and you have given explicit consent.

3. How We Use Your Data

We use your personal information for the following purposes:

- To respond to enquiries and provide our consultancy services.
- To manage contracts or service agreements.
- To improve our website, content, and user experience.
- To maintain records for compliance, accounting, or legal purposes.
- To send relevant updates or information where you have opted in.

We will only use your personal data where we have a lawful basis, such as your consent, contractual necessity, or our legitimate interests in running and developing our business.

4. Sharing Your Data

We do **not** sell or share your personal data with third parties for marketing purposes.

We may share data with trusted third parties who help us operate our website or deliver our services (e.g. IT providers or associate consultants), under strict data processing agreements.



5. Data Retention

We retain personal data only for as long as necessary to fulfil the purposes we collected it for, including legal, regulatory, or accounting requirements.

6. Your Rights

Under UK GDPR, you have rights including:

- Access to the personal data we hold about you.
- Correction of inaccurate data.
- Erasure ("right to be forgotten").
- Restriction or objection to processing.
- Data portability.

To exercise your rights, please email us at: **info@dungateconsultancy.co.uk**

7. Cookies

We may use cookies or analytics tools to monitor website traffic and improve your experience. You can control cookie settings via your browser or our cookie banner when visiting the site.

8. Data Security

We implement appropriate technical and organisational measures to protect your data from unauthorised access, disclosure, alteration, or destruction.

9. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the content or privacy practices of other sites.

10. Contact Us

If you have any questions about this privacy policy or how we handle your data, please contact:

Dungate Consultancy Ltd Email: **info@dawndungateconsultancy.co.uk**

If you are not satisfied with our response, you can contact the **Information Commissioner's Office (ICO)** at www.ico.org.uk.