

Marketing Privacy Notice

Here at Leadability we're committed to protecting & respecting your privacy. This policy explains how we retrieved your contact information, how it is used and under which lawful basis we can process your information. If you'd like further clarity, please email us at data@leadability.co.uk.

We may change this policy from time to time, & we will inform you of such when we contact you by email, so you can continue to make informed choices on the data you've opted to send. Any questions regarding this policy & our privacy practices should be sent by email to data@leadability.co.uk.

Who is Leadability?

Leadability is management & training consultancy based in the UK. We transform Management into Leadership. Everything we do is designed to release human potential while creating a more human culture. We are a limited company (no. 11599588). The registered address is 46 Courtfield, Totnes, TQ9 5RG.

How do you collect my data?

We collect your data via one of the following three methods:

1. **From a publicly available source:** we found your information on the internet from a public source.
2. **From a third party:** a contact of yours passed on your information.
3. **From a conference attendee list:** we attended the same conference and we found your contact info on the attendee list.

We will inform you in our first email to you under which of the three circumstances we found our information (e.g. Clause 1, 2 or 3).

What data is collected about me?

Typically, just your name, email address, telephone number, & job role.

How is my data used?

We collect your contact information to offer you our unique services or to discuss opportunities & potential collaborations between us.

Who has access to my data?

Only the individuals in our team can access your contact information & it'll only be processed under the lawful basis below. We may store your contact details within our CRM (Customer Relationship Management) software.

What is the legal basis for collecting and processing my data?

We have two different lawful bases for processing your data depending on the circumstance. They are:

- **Legitimate Interest:** If this is the first time we're contacting you & providing this notice, our lawful basis for processing is *legitimate interest*. That means we believe that you have a legitimate interest in our services based on your role or interest in training initiatives. We therefore believe you could make use of our services or expertise & we contacted you based on this. If we discover that this isn't the case, we'll cease contacting you & delete your contact information. We may also use this lawful basis if you've used our services before & we think you may be interested in something else that we provide.
- **Contractual Obligation:** If you express interest in our services by engaging us in conversation then processing of your data is necessary in order to take steps at your request prior to entering into a contract. For this process we will need to collect more personal data from you, and the failure to do so will result in the consequence of us being unable to provide you with our services.

How do I access and update my data?

Simply make a request using the following address: data@leadability.co.uk

What if I want my data removed?

You're welcome to - it's your data! Simply email us your request at data@leadability.co.uk & we'll remove your data from our contacts list.

What if I don't want you to contact me at all?

We may *suppress* your contact details, meaning we would keep your email address stored with the specific purpose of letting us know not to contact you ever again - this is to ensure we definitely don't contact you again.

How long is my data stored?

Your data will be stored until the end of our relationship with you, if you're a customer. If you're a potential customer we'll delete your data when we no longer have a lawful basis to process your data, such as when it's made clear that you have no legitimate interest in our services (for example, you don't reply to our sales emails, or you ask not to receive them).

Do you use any automated profiling or decision making?

No we don't.

What are my rights as a data subject?

As a data subject you have many rights under the GDPR. These include:

- Right to be informed: You have a right to be informed what data we collect and how it is processed, as well as your informed on your rights and our privacy policies.
- Right of access: You have a right to access the data we have on you and we must respond within one month
- Right of rectification: You have a right to update your data and we must respond to your request within one month
- Right to erasure: You can make a request for us to remove your data entirely, see the heading above 'What if I want my data removed'?
- Right to restrict processing: You have a right to ask us not to process your data, and we have one month to respond to your request. In this circumstance we can still store your data
- Right to data portability: You have a right to obtain a copy of your data in a transferable format
- Right to object: You have a right to object to the processing of your data by contacting you

What if I would like to make a complaint?

You have a right to make a complaint and can do so by contacting the UK's supervisory authority, the Information Commissioner's Office (ICO). Their website is <https://ico.org.uk/> and you can make a complaint about us [here](#).

What security measures are there?

Your data is stored securely using encryption. All data is transmitted securely via a secure HTTPS connection using SSL. Access to the data is strictly limited & controlled to ensure it's stored safely & securely.