

Revolve Consulting / Halima Mehmood customer privacy notice

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

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Contact details

Email

halima_mehmood@hotmail.co.uk

What information we collect, use, why, and how we store it

We collect or use the following information to **provide and improve products and services for clients**:

- Names and contact details
- Addresses
- Gender
- Pronoun preferences
- Occupation
- Third party information (such as family members or other relevant parties)

- Payment details (including card or bank information for transfers and direct debits)
- Information relating to compliments or complaints
- Video recordings
- Audio recordings (eg calls)
- Records of meetings and decisions
- Website user information

We also collect or use the following information to **provide and improve products and services for clients**:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Sexual orientation information

We collect or use the following personal information for the **operation of client or customer accounts**:

- Names and contact details
- Addresses
- Purchase or service history
- Information used for security purposes
- Marketing preferences

We also collect or use the following information for the **operation of client or customer accounts**:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Sexual orientation information

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

- Names and contact details

We collect or use the following personal information for **research or archiving purposes**:

- Names and contact details
- Addresses
- Purchase or client account history

We also collect or use the following information for **research or archiving purposes**:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Sexual orientation information

We collect or use the following personal information to **comply with legal requirements**:

- Name
- Contact information
- Any other personal information required to comply with legal obligations

We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details
- Address
- Payment details
- Account information
- Purchase or service history

How we store data

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 possible 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 in brief set out 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 means you may not receive all the information you ask for. [You can read more about this right here.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [You can read more about this right here.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [You can read more about this right here.](#)
- **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. [You can read more about this right here.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here.](#)

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 and improve products and services for clients** 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.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - to undertake consultancy that supports clients, including public services and charities, so that they can take steps to enhance and improve responses to adults and children at risk of harm, and to create an inclusive and safe environment for all.

Our lawful bases for collecting or using personal information for the **operation of client or customer accounts** 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.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - to undertake consultancy that supports clients, including public services and charities, so that they can take steps to enhance and improve responses to adults and children at risk of harm, and to create an inclusive and safe environment for all.

Our lawful bases for collecting or using personal information for **information updates or marketing purposes** 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.

Our lawful bases for collecting or using personal information for **research or archiving purposes**:

- 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.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - to undertake consultancy that supports clients, including public services and charities, so that they can take steps to enhance and improve responses to adults and children at risk of harm, and to create an inclusive and safe environment for all.

Our lawful bases for collecting or using personal information to **comply with legal requirements**:

- 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.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - to undertake consultancy that supports clients, including public services and charities, so that they can take steps to enhance and improve responses to adults and children at risk of harm, and to create an inclusive and safe environment for all.

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.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Where we get personal information from

- Directly from you
- Regulatory authorities
- Publicly available sources
- Market research organisations

How long we keep information

Review and Research records

Type of Record	Retention Period	Where is it stored?	Method of deletion
Personal and non- identifiable data of individual contributors to review or research, including	3 years after completion, publication or public release of the work	On computer hard drive, cloud or hard copies on secure premises.	Confidential shredding, deletion computer records

written documents, audio and visual recordings			
Personal and identifiable data of individual contributors to review or research, including written documents, audio and visual recordings	Destroyed on completion, publication or public release of the work	On computer hard drive, cloud or hard copies on secure premises.	Confidential shredding, deletion computer records

Commercial contracts:

Type of Record	Retention Period	Where is it stored?	Method of deletion
Contracts with suppliers	6 years after last action	On computer hard drive, cloud or hard copies on secure premises.	Confidential shredding, deletion computer records
Contracts signed as a deed	12 years after last action	On computer hard drive, cloud or hard copies on secure premises.	Confidential shredding, deletion computer records
Guarantees and indemnities	term of the guarantee plus 6 years	On computer hard drive, cloud or hard copies on secure premises.	Confidential shredding, deletion computer records
Purchase orders and invoices	[7] years after last action	On computer hard drive, cloud or hard copies on secure premises.	Confidential shredding, deletion computer records

Tax and Accounting Records:

Type of Record	Retention Period	Where is it stored?	Method of deletion
Tax returns	[10] years from end of fiscal year	On computer hard drive, cloud or hard copies on secure premises.	Confidential shredding, deletion computer records
Accounting & financial management information	[6] years from end of fiscal year	On computer hard drive, cloud or hard copies on secure premises.	Confidential shredding, deletion computer records
Stock transfer forms and share certificates	[20] years from purchase	On computer hard drive, cloud or hard copies on secure premises.	Confidential shredding, deletion computer records

Operational records:

Type of Record	Retention Period	Where is it stored?	Method of deletion
Policies/Procedures	[7] years	On computer hard drive, cloud or hard copies on secure premises.	Confidential shredding, deletion computer records
Complaints	[6] years from end of fiscal year	On computer hard drive, cloud or hard copies on secure premises.	Confidential shredding, deletion computer records
Insurance schedules	[10] years after last action	On computer hard drive, cloud or hard copies on secure premises.	Confidential shredding, deletion computer records

Register of members	Life of company	On computer hard drive, cloud or hard copies on secure premises.	Confidential shredding, deletion computer records
Memorandum of association	Life of company	On computer hard drive, cloud or hard copies on secure premises.	Confidential shredding, deletion computer records
Register of directors and secretaries	Life of company	On computer hard drive, cloud or hard copies on secure premises.	Confidential shredding, deletion computer records
Employer's liability insurance certificates	Life of company	On computer hard drive, cloud or hard copies on secure premises.	Confidential shredding, deletion computer records

Intellectual property records:

Email records:

Type of Record	Retention Period	Where is it stored?	Method of deletion
Copyright material	50 years from expiry	On computer hard drive, cloud or hard copies on secure premises.	Confidential shredding, deletion computer records

Email correspondence	Archive after 6 months	On computer hard drive, cloud or hard copies on secure premises.	Confidential shredding, deletion computer records
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Who we share information with

Data processors

GoDaddy

This data processor does the following activities for us: GoDaddy manages website and email transfer

Others we share personal information with

- Professional or legal advisors
- Emergency services
- Professional consultants

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.

The ICO's address:

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

Helpline number: 0303 123 1113

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

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21 November 2024