

Cheryl Welbourn Consultancy Ltd Customer Privacy Notice

This privacy notice tells you what to expect Cheryl Welbourn Consultancy Ltd (CWC) to do with your personal information.

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Contact details

Telephone: **07831657315**

Email: **cheryl@cherylwelbournconsultancy ltd.com**

What information CWC collect, use, and why

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

- Names and contact details
- Addresses
- Gender
- Occupation
- Usage data (including information about how you interact with and use our website, products and services)
- Video recordings

- Audio recordings (e.g. calls)
- Records of meetings and decisions

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

- Names and contact details
- Addresses
- Purchase or service history

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

- Names and contact details

Lawful bases and data protection rights

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

Which lawful basis CWC 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 CWC 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 CWC 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 CWC 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 CWC 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 CWC transfer the personal information you gave us to another organization, 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, CWC must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact CWC 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 - CWC 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 – CWC 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 client or customer accounts** are:

- Consent - CWC 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 – CWC 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 **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.

Where we get personal information from:

- Directly from you
- Publicly available sources

How long we keep information:

Data Retention

1. Unless a longer retention period is required or permitted by law, we will only hold your Data on our systems for the period necessary to fulfil the purposes outlined in this privacy policy or until you request that the Data be deleted.
2. Even if we delete your Data, it may persist on backup or archival media for legal, tax or regulatory purposes.

Who we share information with:

Data processors

Accountant

This data processor does the following activities for us: They manage the system that stores my suppliers and invoices

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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