

Sue Carruthers & Associates Ltd – Privacy and Data Security Policy

At Sue Carruthers & Associates we are committed to transparency about the data we collect, use, share and store. We want everyone who we interact with to feel that we are careful about what data we hold and how we hold it.

Our privacy and data security policy sets out the position of the best of our knowledge and is updated as necessary when things change materially. Our privacy and data security policy was last updated in May 2018.

Our privacy and data security policy tells you what to expect when we collect personal information. It applies to information we collect about visitors to our website (www.suecarruthers.co.uk) and storing and sharing of data we collect directly.

VISITORS TO OUR WEBSITE AND OTHER ONLINE/DIGITAL ACTIVITY

When someone visits www.suecarruthers.co.uk we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

Use of cookies by www.suecarruthers.co.uk

We do not use cookies on our website.

Security

We use a third-party service to help maintain the security and performance of our website. To deliver this service it retains the IP addresses of people trying to login without our permission. No personal data is recorded or retained in this respect.

Overseas transfer

In operating our website, it may become occasionally necessary to transfer data that we collect from you to locations outside of the European Union for processing and storing. By providing your personal data to us, you agree to this transfer, storing or processing. We do our utmost to ensure that all reasonable steps are taken to make sure that your data is treated and stored securely with a GDPR compliant processor but cannot guarantee this.

Links to other websites

This privacy policy does not apply to links to other websites within our website. We encourage you to read the privacy statements on the other websites you visit.

Suppliers of online services to support our training and development activities

We work with OPP and VoicePrint who provide online questionnaires and related reports for coaching and training purposes for some of our clients. Their privacy policies can be found at <https://www.opp.com/en/About-OPP/Privacy---landing-page> and <https://letstalk.voiceprint.global/privacy-policy/> respectively.

STORING AND SHARING OF DATA COLLECTED DIRECTLY

Why do we hold data?

We have to hold the details of the people who use our services and who help us provide our services in order to provide these services. However, we only use these details to provide the service the person has requested and for other closely related purposes.

The main reasons for which we hold information are:

- Designing, organising and running training and development events
- Coaching our clients
- Working with our suppliers
- Maintaining our associateships
- Networking with others in training and development related roles
- Networking with people who provide services that may be relevant to us now or in future
- Informing interested parties about our events and activities

What information do we store?

The information we collect and store includes:

- Name (and company name if you have one)
- Email address
- Telephone numbers
- Address
- A record of which training and development events you have attended
- A record of when you have been invoiced and paid
- A record of who we have paid
- Coaching notes

We hold this information for up to six years.

How do we store and share it?

Information you provide to us is stored on Microsoft OneDrive, Dropbox and in Microsoft Outlook.

We also store some data on local PCs, laptops, portable devices and storage drives. Our devices are password protected.

Unfortunately, the sending of information via the internet is not totally secure and on occasion such information can be intercepted. We cannot guarantee the security of data that you choose to send us electronically, sending such information is entirely at your own risk.

We do not share information with any third parties. We do share information with our associates, other event facilitators and suppliers as appropriate for specific events and projects.

We will also share information:

- In the event that we sell any or all of our business to the buyer.
- Where we are legally required by law to disclose your personal information.
- To further fraud protection and reduce the risk of fraud.

Opting out

If anyone wishes to unsubscribe they may do so at any time by emailing info@suecarruthers.co.uk. or by unsubscribing in our mailings.

ACCESS TO PERSONAL INFORMATION

We try to be as open as we can in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by emailing info@suecarruthers.co.uk. If we do hold information about you, we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information.

If we do hold information about you, you can ask us to correct any mistakes and ask for it to be deleted.

HOW TO CONTACT US

If you want to request information about our Privacy Policy, you can email us at info@suecarruthers.co.uk or write to us at:

15a the Terrace

London

SW13 0NP