

The type of personal information we collect:

We currently collect and process the following information:

- Contact details; for example name, telephone number and email address so that we can contact you in response to an enquiry you make via our website or in relation to the products and services that we have agreed to provide you;
- Contact details; for example name and email address should you wish to receive news and relevant information from us;
- Survey responses; information from surveys that we use for research purposes if you choose to respond to them.

How we get the personal information and why we have it:

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- In response to an enquiry you have submitted to us via the website contact forms, via email or telephone
- In order to supply products or services requested by you
- To supply information relevant to this website to you at your request
- To track your usage of our website, communications, products and services. We use cookies and similar technologies to track your activity on our Site so that we can provide important features and functionality on our Site, monitor its usage, and provide you with a more personalised experienced
- To provide and improve customer support. We use your personal data to be able to provide and improve the customer support we provide to you (for example, where you have questions about our products and services)
- To maintain our records and improve data accuracy. Like any business, we process personal data in the course of maintaining and administering our internal records. This includes processing your personal data to ensure that the information we hold about you is kept up to date and accurate

We do not share this information with third parties.

You can unsubscribe from our direct marketing at any time by clicking the “Unsubscribe” link in any of our emails or by contacting us.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting <https://www.traceywebb.co.uk/>
- (b) We have a contractual obligation.
- (c) We have a legal obligation.

How we store your personal information:

We retain your personal data for no longer than is necessary for the purposes(s) for which it was provided. What this means in practice will vary between different types of data. When determining the relevant retention periods, we take into account factors including:

- legal obligation(s) under applicable law to retain data for a certain period of time;
- statute of limitations under applicable law;
- potential or actual disputes; and
- guidelines issued by relevant data protection authorities.

Otherwise, we securely erase your personal data from our systems when it is no longer needed.

Your data protection rights:

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

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, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at tracey@traceywebb.co.uk if you wish to make a request.

Links to other websites:

Our website may contain hyperlinks to websites owned and operated by third parties. This Privacy Policy does not apply to those other websites. We encourage you to read the privacy statements on the other websites you visit, as they will govern the use of any personal data you provide when visiting those websites. We do not accept any responsibility or liability for the privacy practices of such third party websites and your use of such websites is at your own risk.

How to complain:

If you have any concerns about our use of your personal information, you can make a complaint to us at <https://www.traceywebb.co.uk/>

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Our contact details:

Name: Tracey Webb Consulting

Address: 68 Oldfield Road. London. N16 0RS

Phone Number: 07775556468

E-mail: tracey@traceywebb.co.uk

This Privacy Policy was last updated December 2024.

This Privacy Policy may be updated from time to time, so you may want to check it each time you provide personal data to us.