Privacy Policy

Joan Pettingill Consulting Limited t/a Pettingill Consulting and Joan Pettingill

Thanks for taking the time to review how we handle your personal information. Privacy policies aren't the most exciting things to read, but your privacy is important to us and this policy outlines how your personal information is collected, used and shared when you use our services.

Who we are

We are a limited company registered in England & Wales under company number 12892476. Our registered office is at Charlotte House, 500 Charlotte Road, Sheffield, South Yorkshire, England, S2 4ER.

The data controller is Joan Pettingill Consulting Limited trading as Pettingill Consulting and Joan Pettingill. You can contact the data controller by emailing info@pettingillconsulting.co.uk, or writing at Joan Pettingill Consulting Limited, PO Box 6143, Sheffield, S11 0HA or our registered office address.

The data protection officer is Joan Pettingill. You can contact the data protection officer by emailing joan@pettingillconsulting.co.uk, or in writing to: Joan Pettingill Consulting Limited at our registered office address or to our PO Box number.

What personal information do we collect?

At the moment we collect information relevant to the basic operation of our website. This is used by google analytics to see what pages are visited but doesn't state who visits. We may update this using lead forensics to tell us which businesses visit our website but not details of individual data subjects.

In addition, if you contact us via the contact forms on the website, we collect certain information about you. This includes your email address and whatever information you have chosen to email us. This might include your name, address, telephone number and contact details. We may also collect information of this nature if you contact us by email without going through the contact page. We may also collect this information if you make contact by telephoning us. ("Initial information")

In addition if the enquiry goes further than an initial basic contact, or if we agree to provide you with services or have a more detailed communication with you, we may obtain further information from you such as details of your job candidates, staff or former staff. ("Further enquiry information")

We may collect special category information such as information about medical conditions of staff you would like our assistance with, and if so we will make every effort to ensure we have your prior consent or if it is special category information about your staff then their prior consent. ("Special category data").

If we agree that we will deliver services for you then we will also collect certain extra information from you to enable us to process the order and ensure payment. This information includes your name, billing address, business or home address, the email address associated with your paying account and phone number. (“Order Information”)

All of the above information is referred to in this privacy statement as “Personal Information”.

How do we use your personal information?

We use Order Information that is collected to fulfil your order for services placed with us whether through our contact page and, in due course through our website, by email, over the phone or in person.

We may use the Order Information for the following purposes:

- To fulfill your order for services
- To check for risks of fraud
- To ensure we are paid for services we provide

We use Initial Information and information gathered from our website for optimising our website and tailoring our services and understand performance of our website and web pages.

Any data that you send to us is **Communication Data**. This includes any email, social media message, text, letters, emails or through a contact form or by any other means. We process this data in order to communicate with you, to maintain records, and for the establishment or pursuance of a legal claim or defence to a legal claim. Our lawful ground for this is our legitimate interests, which are to reply to communications sent to us, to keep records and to establish or pursue or defend legal claims.

User Data about how you use our contact page or in due course, how you use our website. We process this data to administer our contact page and our website, to ensure any communications with you are relevant, to create a back up of the website and any databases (such as Survey Monkey if you subscribe to our email updates), to enable publication and maintenance of our website, our services and our business. Our lawful ground for processing is our legitimate interests which in this case would be to ensure we effectively manage our website and our business.

Technical Data including data about your use of our contact page and in due course website, such as your IP address, your account login data, details about your web browser, page views, and navigation paths, length of visit to pages on our website, details of the number of times you use our website, time zone settings and other technology on devices you use to access our website. The data is sourced by an analytics tracking system. We may process this data to review your use of our website, to maintain and protect our business website and to provide relevant website content and understand the performance of our website and our marketing. Our lawful ground for processing is our legitimate interests which in this case are to enable us to properly maintain our website and our business and to grow our business.

Marketing Data includes data about your preferences in receiving marketing from us and our third parties (where applicable|) and your communication preferences and what events you show interest in attending. We process this to allow you to participate in our promotions (if you wish) such as free

policies and updating events, to deliver relevant website content and advertisements to you and measure performance of this advertising. Our lawful ground for this is our legitimate interests to understand how customers engage with our services and products and to develop and grow our business.

Email newsletters

If you have registered and given consent for newsletters or are a customer or former customer on our newsletter database we will contact you from time to time with service updates via email to the address provided.

We hold your details securely.

You can unsubscribe at any time in any of the following ways:

- Follow the unsubscribe link in any of our newsletters;
- Emailing us at info@pettingillconsulting.co.uk and telling us you wish to unsubscribe;

We review our newsletter subscription list form time to time. If we have information that you're not opening our newletters over a period of time we may assume you no longer wish to receive them and remove you form our emailer list. Similarly if you don't show interest in our events we may remove you from our events invitations list.

Children's privacy and vulnerable adults

Our website and business is not directed at children under the age of 13 and if it comes to our attention that we have information that children under age 13 are reviewing our website then we will delete that information.

In the course of providing our services, we may advise employers who care for or provide services to vulnerable adults or children and we will ensure we have relevant consents and safeguards in place to keep any such information securely. In such circumstances our grounds for processing this data is a our legitimate interest in providing advice to the employers, those organisations who provide such services and ensuring we provide a good service and grow our business.

Sharing your personal information

We share your personal information with third parties such as Survey Monkey.

If the personal information we share is Special Category Data we will obtain your express prior consent before sharing it. There may be circumstances, such as in a medical emergency or for safeguarding reasons when we may share such data with relevant authorities without your prior consent, i.e. in a medical emergency or where a criminal or other regulatory investigation is required.

We used google analytics to understand how our clients use our site. You can find out more about google analytics and how to opt out of it here: https://tools.google.com/dlpage/gaoptout/

We use Royal Mail for sending post and packages.

We may outsource bulk photocopying to a third party and if we do this we obtain a Non Disclosure Agreement form them in advance of them doing the work. We also seek your prior consent.

We use Knowles Warwick Chartered Accountants for assistance with the preparation and filing of company accounts and they are provided with the essential level of personal information needed for tax and accountancy purposes.

We used Xero as an accounting and invoicing package which will necessarily hold such personal information as is required for raising an invoice or following up overdue invoices.

We may also share your personal information to comply with applicable laws and regulations, to respond to lawful requests for information we receive or to otherwise protect our rights.

Do not track

Please be aware that we do not alter our website's data collection and use practises when we see Do Not Track signals from your browser.

International transfers

Countries outside the European Economic Area (EEA) do not have the same standards of data privacy.

In the event we transfer your data outside the EEA we do our best to ensure a similar degree of privacy by trying to ensure one of the following is in place:

- Only transferring data to countries which are on the EC approved list as having a reasonable level of data privacy;
- Limiting service providers we use to those which have specific codes or certification schemes;
- Providers which are part of the EU-US Privacy Shield;

If none of these are available we may ask for your explicit consent to data transfer.

Your rights

Data protection laws give you fundamental rights over your personal data. This includes the right to request access, correction, erasure, restriction, transfer, to object to processing, to portability of data (where the lawful ground for processing is consent), or to withdraw consent.

You can read more about your data protection rights here: https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/

If you would like to exercise any of your rights please let us know by contacting us at info@pettingillconsulting.co.uk

There will be no fee to access your personal data. However if your request is clearly unfounded, repetitive or excessive we may charge a small fee to comply with your requests in these circumstances.

As a security measure we may request i.d. to confirm your identity and ensure your right to access your data (or any of your other rights). This is to ensure your data is not given to someone else who does not have the right to receive it. We may also ask for further information or clarification of your request so that we can respond faster.

We endeavour to reply to all legitimate requests within one month. This might sometimes take longer if the request is complex or if you have made a number of requests and if this is the case we will notify you. If you're not satisfied you can complain to the Information Commissioner's Office (ICO) which is the supervisory authority for data issues in the United Kingdom. As a small business, with customer service our utmost priority, we would be grateful if you would please contact us first to see if we can resolve your complaint for you.

Data retention

We will only store your data for long enough to fulfil the purposes we collected it for. This includes the purposes of meeting any legal, accounting or reporting requirements and bringing or defending legal claims.

When determining the correct time span we consider risk of claims, the nature of the data, volume and its sensitivity and possible risk of unauthorised use.

The law requires us to keep certain information for tax and other legal purposes for six and sometimes ten years. This can be longer if the data relates to a minor.

We may keep redacted data for statistical or monitoring purposes.

Changes

This privacy policy will be updated form time to time in order to reflect changes to our practices, or for other operational, legal or regulatory reasons.

You made it!

Thanks for taking the time to read our privacy policy. To summarise, please be assured that your privacy and personal information is incredibly important to us. Our mission is to help employers make work better. If we handle your personal information it is because we are trying to help make work better for employers, their leaders and their staff. We don't provide personal information to third parties unless this is essential or part of the work we need to do. We don't give away or sell your personal information for marketing purposes or advertising.

If we hold an event at a third party venue, we may provide them with your name and vehicle registration number or dietary requirements so they can expect your visit, ensure their H&S is appropriate and cater for your needs by providing refreshments.

Unless you are attending on online event, all our events will be at third party venues.

Contact us

If you would like more information about our privacy practises, if you have questions, or if you would like to raise a complaint, please contact us by email at: info@pettingillconsulting.co.uk or PO Box 6143 Sheffield, S11 0HA. Thank you.

13/8/22