

## Privacy Policy

### Introduction

eunice-aquilina consultancy Ltd T/A eaconsult is committed to maintaining the trust and confidence of those we engage and work with. This policy describes how we ensure the privacy and security of your personal information; how we collect your personal information, how your data is handled and stored, your rights over any personal information we hold about you as well as how to make a complaint. This Privacy Policy has been updated on 25<sup>th</sup> May 2018 in compliance with the General Data Protection Regulations.

### Why this policy exists

This privacy policy ensures eaconsult:

- Complies with GDPR and follows good practice
- Protects the rights of our clients and partners
- Is open and transparent about how we store and process individuals' data

### Personal information we collect

This policy applies to all staff, suppliers and associates working on behalf of eaconsult. It applies to all data that the company holds relating to identifiable individuals. This can include:

- Titles and names of individuals
- Postal addresses
- Email addresses
- Telephone numbers
- Photographs
- Information on an individual's specific needs relating to their access to a venue, their participation at an event or completing a profiling tool
- Results of personality profiling tools (MBTI, LDF)
- plus any other information relating to individuals

### How we use your information

eaconsult processes personal data only where the purposes are justified on the basis of our legitimate interests in running and promoting the organisation; we will not send you marketing communication unless you have provided us with your explicit consent. The information we collect will be used as follows:

- **Making an enquiry via email or phone**

If you contact us via email or phone to enquire about our services, we will only use your information to respond to your enquiry. We will hold your name, email and phone number on our database for a period of 12 months from the date of enquiry, after which it will be deleted.

- **Subscribing to our newsletter**

We send out a quarterly newsletter, 'In conversation...', in which we share what we are up to, what is stimulating us, challenging us or inspiring us and invite your observations and stories. It also contains invitations to our event.

You may have subscribed to our newsletter while attending an event with us or engaged us to do a piece of work for you. We will never sell, trade or share your contact details with any other organisation or business. If you wish to change your contact details please contact [caroline.walker@eaconsult.co.uk](mailto:caroline.walker@eaconsult.co.uk)

If you no longer wish to receive our newsletter, you can unsubscribe via the link at the bottom of the newsletter or by contacting Caroline Walker directly at the email address above.

- **Using our services**

If we have engaged in a piece of work with you, we will hold your details in order to provide these services and will only use those details to provide the service you have requested. The kind of personal information we hold will depend on the nature of the work we have been asked to do. For example, information relevant to developing your professional or leadership practice may include physiological, psychological, behavioural historical or cultural data.

We may retain some records permanently if we are legally required to do so or for an extended period of time. For example, it is current best practice to keep financial records for a minimum of 7 years. Generally we only retain your personal data for as long as we need it and will delete it when no longer needed.

- **Links to other websites**

This privacy policy does not cover the links to other websites referenced within newsletter and we cannot be responsible for the protection and privacy of any information which you provide whilst

visiting such sites. If you have questions about how a site uses your information, you will need to check the privacy statement applicable to the website in question.

- **Cookies**

We do not use traffic log cookies to identify which pages of our website are being used.

#### How we secure your information

We take seriously how and where your data is safely stored. Where data is stored on paper, it is kept in a secure place where unauthorised people cannot see it.

Data printouts are either burnt or shredded and disposed of securely when no longer required.

When data is stored electronically, it is protected from unauthorised access, accidental deletion and malicious hacking attempts by:

- Data is protected by strong passwords that are changed regularly, and can only be accessed by a personal login
- Data is only stored on designated drives and is only uploaded to an approved cloud computing services such as i-cloud and drop box.
- Data is backed up frequently and the back-up is held securely.
- All computers containing data are protected by approved security software.
- All data stored on computers is encrypted.

#### How we ensure your data is accurate

We take reasonable steps to ensure data is kept accurate and up to date, these include

- Data is held in as few places as necessary.
- We take every opportunity to ensure data is updated.
- Data is updated as inaccuracies are discovered.

## Your rights

- **Right to access and rectification**  
You have the right to access the personal information that we hold about you; this is called a 'Subject Access Request'. Subject access requests from individuals should be made by email, addressed to [eunice@eaconsult.co.uk](mailto:eunice@eaconsult.co.uk). We will aim to provide the relevant data within a calendar month.
- **Right to erasure**  
You have the right to request us to delete or remove your personal data.

## Contact us or file a complaint

If you would like to exercise these rights, please contact Eunice Aquilina at [eunice@eaconsult.co.uk](mailto:eunice@eaconsult.co.uk). If you are not happy with how we have managed your personal information you can lodge a complaint directly to the Information Commissioner (ICO) at:

<https://ico.org.uk/global/contact-us/>

## Data protection law

For the purpose of the General Data Protection Regulations 2018 eunice-aquilina consultancy Ltd T/A eaconsult is a company registered in England and Wales under company number 06621486. We are registered with the Information Commissioner's Office.