



A privacy notice relating to ConsultingWhere Ltd's website

ConsultingWhere Ltd is committed to abide by the laws of the UK, and in some cases the laws of the European Union. As a company, we are determined to protect your privacy and personal data in compliance with all current and applicable legislation.

The purpose of this privacy notice is to inform you of how we look after your personal data when you visit our website (regardless of which country you visit it from) in adherence to the UK's GDPR (General Data Protection Regulation) of May 2018. We will also tell you about your privacy rights in general and how the data protection law protects you.

You can read the UK Government's guide to the GDPR from the Information Commissioner's Office (ICO) [here](#).

This privacy notice is provided in a layered format so you can click through to the specific areas set out in the Contents on the following page.

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1. Who we are

ConsultingWhere is a UK based company operating worldwide and offering a range of Geospatial and Location consulting, research and training services in many industry sectors delivered by experts with a wealth of practical experience of evaluating, planning and implementing simple web applications to large enterprise scale systems.

2. What is the purpose of this privacy notice?

This privacy notice aims to give you information on when and how we collect and process your personal data through your use of this website. This includes any data you may provide through this website when you request information from us via consultingwhere.com or respond to our annual charity Christmas competition.

This website is not intended for children and we do not knowingly collect data relating to children.

We recommend you read this privacy notice together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This privacy notice supplements the other notices and is not intended to override them.

3. Data controller(s)

ConsultingWhere's Operations Manager is the company's data controller and responsible for your personal data (collectively referred to as "we", "us" or "our" in this privacy notice). Our contact details for all data queries are:

e-mail: info@consultingwhere.com ; subscribe@consultingwhere.com ;
unsubscribe@consultingwhere.com

- Registered office address: 149 - 151 Sparrows Herne, Bushey, Hertfordshire WD23 1AQ
- Postal address: Heath End, The Common, Chipperfield, Kings Langley, Hertfordshire WD4 9BL
- Telephone number: 01923 291 000

4. Third-party links outside of our control

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements.

When you leave our website, we encourage you to read the privacy notice of every website you visit.



5. The personal data we collect about you

Personal data, or personal information, means any information about an individual from which that person can be identified. You can find out more about personal data from the [Information Commissioners Office](#).

No personal data is collected when you browse our web-site, however, if you choose to contact us via the web-site, we may collect, use, store and transfer different kinds of personal data about you which we have grouped together follows

- **Identity Data** includes first name/last name, username
- **Contact Data** includes billing address, e-mail address and telephone numbers

ConsultingWhere does not, in general, require - and therefore will not collect as a matter of course - any Special Categories of Personal Data about you.

We do not require and therefore will not collect any Special Categories of Personal Data about you; this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data. Nor do we collect any information about criminal convictions and offences.

6. When we may collect your personal data

Only when strictly necessary or required by law will we use one or more of the following methods to collect data from and about you including through:

Directly. You may give us your identity, contact and payment data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:

- Request information on our services;
- Subscribe to our service(s) or publication(s);
- Request marketing to be sent to you.

Indirectly. ConsultingWhere does not indirectly acquire your personal data. We do not purchase or receive personal information from a third party and nor do we sell or give out personal information we may legitimately hold to a third party, unless it is required by law to do so.



If you fail to provide personal data

Where we need to collect your personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with services). In this case, we may have to cancel a service you have with us but we will notify you if this is the case at the time.

7. How we use your personal data

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

Performance of Contract

This means processing your data where it is necessary for the performance of a contract to which you are a party or to take steps at your request before entering into such a contract.

Legitimate Interest

This means the interest of our business in conducting and managing our business to enable us to give you the best service and the most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests

Comply with a legal or regulatory obligation

This means processing your personal data where it is necessary for compliance with a legal or regulatory obligation that we are subject to.

Purposes for which we will use your personal data

We have set out below, in a table format, a description of all the ways we plan to use your personal data, with the legal bases we rely on to do so.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact us on info@consultingwhere.com if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out in the table below.



Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest
To register you as a new customer	(a) Identity, address and contact information (b) Bank information if required	Performance of a contract with you
To update information on an existing customer	(a) Identity, address and contact information (b) Bank information if required	Performance of a contract with you

Marketing

ConsultingWhere rarely use direct marketing, however when we do, we strive to provide you with choices regarding certain personal data uses, particularly around marketing and advertising.

All e-mails from ConsultingWhere contain a GDPR statement which includes e-mail addresses for you to subscribe to, or unsubscribe from, marketing data from ConsultingWhere. subscribe@consultingwhere.com ; unsubscribe@consultingwhere.com

Cookies

The only cookies currently used are from Google Analytics to monitor referrals from any partners ConsultingWhere Ltd works with. This may change with upgrades to our website software. Please contact us directly via info@consultingwhere.com if you would like further information on how, if and when we might use Cookies.

Change of purpose

We will only use your personal data for the purposes for which we collect it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us at info@consultingwhere.com.

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.



Who we may share your personal data with

ConsultingWhere does not routinely share personal data however, there may be occasions when - for example - we may not be able to assist you with a specific query; in this case, we may suggest another organisation who may be more suited to assist you. In these instances, we would contact you and ask if we can share your details with a third party.

8. International transfers

In the unlikely event that we have a requirement to share your data outside of the United Kingdom, we will contact you for you to agree or decline the sharing of your details in this way.

9. Data security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

10. Data retention

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

By law we may have to keep basic information about our customers including contact and financial details if applicable for 6 (six) years to comply with UK tax purposes, and in the case of sub-contractors, for our Professional Indemnity.

In some circumstances you can ask us to delete your data: see **Your legal rights** below for further information.



11. Your legal rights

Unless subject to an exemption under the data protection laws, you have the following rights with respect to your personal data:

The right to request a copy of the personal data which we hold about you;

- The right to request that we correct any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary to retain such data;
- The right to withdraw your consent to the processing at any time, where consent was the lawful basis for processing your data;
- The right to request that we provide you with your personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), where applicable i.e. where our processing is based on consent or is necessary for the performance of our contract with you or where we process your data by automated means);
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to our processing of personal data, where applicable i.e. where processing is based on our legitimate interests (or in performance of a task in the public interest/exercise of official authority); direct marketing or processing for the purposes of scientific/historical research and statistics).

If you wish to exercise any of the rights set out above, please e-mail your request to: info@consultingwhere.com

No fee required – with some exceptions

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable admin fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.



Time limit to respond

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

12. Changes to this notice and your duty to inform us of changes

This GDPR privacy notice was last updated in October 2020.

Please keep us informed if your personal data changes during your relationship with us. It is important that any personal data we hold about you is accurate and current.

13. Queries, requests or concerns

To exercise all relevant rights, queries or complaints in relation to this policy or any other data protection matter between you and us, please in the first instance contact us at info@consultingwhere.com

If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the [Information Commissioners Office](https://ico.org.uk/global/contact-us/email/) on 03031231113 or via <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England, UK.