

Privacy Policy:

Introduction =

This Privacy Policy sets out how Crowberry Consulting Limited uses and protects any information that you give Crowberry Consulting Limited when you use this website.

Crowberry Consulting Limited is committed to ensuring that your privacy is protected. Should Crowberry Consulting Limited ask you to provide certain information by which you can be identified when using this website; you can be assured that it will only be used in accordance with this privacy statement, which is compliant with the Data Protection Act 1998 and the 2018 General Data Protection Regulations (GDPR).

Crowberry Consulting Limited may change this Policy to keep in line with the ever changing laws, by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This Policy is effective from June 2018.

What Information is Collected? =

Personal information generally means information about a person that can identify them such as their name or address. Personal information can relate to customers, employees, business contacts and suppliers. Crowberry Consulting Limited do not collect or hold sensitive (or special category) information, such as an individual's religious beliefs or sexual orientation, as we do not feel it is necessary.

To put it simply, Crowberry Consulting Limited may collect the following information:

- Name and job title;

- Contact information, including who you are, where you live / where your business is and how to contact you (EG. email address);
- Demographic information such as postcode, preferences and interests; and
- Other information relevant to customer surveys and/or offers.

This information is gathered directly from individuals in a number of ways, for example through business cards, direct contact with Crowberry Consulting Limited by phone or email or the use of the website.

What is done with the Information Gathered? =

Crowberry Consulting Limited requires this information to understand the needs of our clients and provide individuals with a better service, and in particular for the following reasons:

- Internal record keeping;
- To improve products and services;
- To periodically send promotional emails about new products, special offers or other information which Crowberry Consulting Limited think individuals may find interesting using the email address which has been provided; and
- To, from time to time, contact individuals for market research purposes. Crowberry Consulting Limited may contact individuals by email, phone or mail and may use the information to customise the website according to individuals' interests.

Security and Using Your Information In Accordance With Data Protection Laws =

Crowberry Consulting Limited is committed to ensuring that information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Data protection laws, which include the Data Protection Act 1998 and the 2018 General Data Protection Regulations (GDPR), require Crowberry Consulting Limited to meet certain conditions before being allowed to use individuals' personal information. Crowberry Consulting Limited will rely on the following conditions, depending on what activity is being carried out, in order to be able to use personal information:

- **Providing our Contracts and Services to Individuals** – Crowberry Consulting Limited will process individuals' information to carry out any agreements made with said person.
- **Complying with Applicable Laws** – Crowberry Consulting Limited may be subject to some legal obligations and may process personal information in order to comply with these legal obligations.
- **Legitimate Interests** – to use an individuals' personal data for any other purpose, Crowberry Consulting Limited will rely on this condition which means it is a legitimate interest to collect personal information as it provides Crowberry Consulting Limited with the information needed to provide services to people. Crowberry Consulting Limited will always act reasonably and give full and proper consideration to individuals' interests when carrying out Crowberry Consulting Limited legitimate interests.
- **Consent** – Crowberry Consulting Limited operate consent to hold personal information, an email (electronic newsletter) was previously been sent to all contacts giving individuals the opportunity to remove their data from records. Individuals may continue to opt out at any time by emailing or telephoning Crowberry Consulting Limited.

Please be aware that the personal information Crowberry Consulting Limited hold and process allows Crowberry Consulting Limited to be able to provide the best service possible and without it this may not be possible.

How Cookies are Used =

A cookie is a small file which asks permission to be placed on a computer's hard drive. Once an individual agrees, the file is added and the cookie helps analyse web traffic or lets a person know when they visit a particular site. Cookies allow web applications to respond to individuals. The web application can tailor its operations to a person's specific needs, likes and dislikes by gathering and remembering information about their preferences.

Crowberry Consulting Limited uses traffic log cookies to identify which pages are being used. This helps this analysis of data about webpage traffic and in turn the improvement of the website in order to tailor it to customer needs. Crowberry Consulting Limited only uses this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help Crowberry Consulting Limited provide individuals with a better website, by enabling the monitoring of which pages are found useful and which are not. A cookie in no way gives Crowberry Consulting Limited access to an individuals' computer or any information about them, other than the data a person has chosen to share.

Individuals can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. Please be aware however that this may prevent you from taking full advantage of the website.

Links to Other Websites =

Crowberry Consulting Limited's website may contain links to other websites of interest. However, once a person has used these links to leave the site, it should be noted that Crowberry Consulting Limited does not have any control over said website and therefore, hold no responsibility for the protection and privacy of any information which is provided whilst visiting such sites. These sites are not governed by this privacy statement but rather their own and caution should be exercised and privacy statement applicable to the website in question should be sought out.

Who Personal Information is shared With =

Crowberry Consulting Limited will not sell, distribute or lease an individuals' personal information to third parties unless permission is given or it is required by law. Personal information may be used to send promotional information to an individual about third parties who Crowberry Consulting Limited think said individual may find interesting.

Controlling Personal Information / Rights of an Individual =

The 2018 General Data Protection Regulations provides individuals with the following rights:

- **The Right to Be Informed** – EG. through this Privacy Policy;
- **The Right of Access** – individuals can access their personal information through a verbal or written subject access and a fee can no longer be charged;

- **The Right to Rectification** – if individuals believe that any information Crowberry Consulting Limited are holding on them is incorrect or incomplete, they should phone, write to or email as soon as possible;
- **The Right to Erasure** – this is the ‘right to be forgotten’ but this right is not absolute;
- **The Right to Restrict Processing** – a request for the restriction or suppression of personal information can be made but again, this right is not absolute;
- **The Right to Data Portability** – this allows individuals to move, copy or transfer personal data easily from one IT environment to another (EG. from Crowberry Consulting Limited to another business);
- **The Right to Object** – individuals can object the processing of their personal information unless it can be shown that Crowberry Consulting Limited have a compelling reason for continuing to process it;
- **Rights in Relation to Automated Decision Making and Profiling** – this type of decision making and profiling is significantly restricted and only used here at Crowberry Consulting Limited when credit checking our suppliers.

Some obvious and simple ways individuals may choose to restrict the collection or use of their personal information include:

- Ticking the box on forms which indicate that they do not want the information to be used by anybody for direct marketing purposes.
- Deciding to opt out of the use of their personal information for direct marketing purposes, even if they have previously agreed to it. This can be changed at any time by telephone or email.

Conclusion =

If any questions arise from this Privacy Policy, an individual can contact Crowberry Consulting Limited directly:

- Data Protection Officer: Becky Toal (Managing Director).
- Email: info@crowberryconsulting.com
- Phone: 01257 231171
- Mail: Suite 1, Peters Court, Peters Street, Chorley, Lancashire, PR7 2RP.

Crowberry Consulting Limited’s office hours are as followed:

- Monday – Friday: 9 am – 5 pm.
- Saturday, Sunday and Bank Holidays: Closed.