

ENVISAGE

— SPA CONSULTANCY —

Privacy Notice

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Who we are

Envisage Spa Consultancy (ESC) ('we' 'us' or 'our') gather and process your personal information in accordance with this privacy notice and in compliance with the relevant Data Protection Regulation and laws. This notice provides you with the necessary information regarding your rights and our obligations and explains how, why and when we process your personal data.

Envisage Spa Consultancy registered office is at The Old Brewery, Castle Eden, TS27 4SU. We are registered on the Information Commissioners Office Register, registration number: Z3566812 and act as the Data Controller when processing your data. Our designated Appointed person can be contacted at The Old Brewery, Castle Eden, TS27 4 SU.

Information that we collect through this website

ESC processes your personal information to meet our legal statutory and contractual obligations and to provide you with our products and services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this notice.

The personal data that we collect

- Name
- Place of work
- Contact Number
- Email Address

We collect information in the below ways;

- Online form

How do we use your personal data?

ESC takes your privacy very seriously and will never disclose, share or sell your data without your consent; unless required to do so by law. We only retain your data for as long as it is necessary and for the purpose(s) specified in this notice. Where you have consented to us providing you with promotional offers and marketing, you are free to withdraw this consent at any time. ***The purposes and reasons for processing your personal data are detailed below;***

- We will use your personal data to respond to your enquiry
- We will occasionally send you marketing information where we have assessed that it is beneficial to you as a customer and in our interests. Such information will be non-inclusive and is processed on the grounds of legitimate interests.

Your rights

You have the right to access any personal information that ESC processes about you and to request information about;

- What personal data we hold about you
- The purpose of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source.

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to do so as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing (*where applicable*) in accordance with the data protection laws; as well as to object to any direct marketing from us. Where applicable, you have the right to data portability of your information and the right to be informed about any automated decision-making we may use.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

Sharing and disclosing your personal information

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is legal requirement.

Safeguarding measures

ESC takes your privacy seriously and takes every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, *including*: –

- SSL
- encryptions
- restricted access
- IT authentication
- firewalls
- anti-virus/malware

How long we keep your data

ESC only ever retains personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. We are required under UK tax law to keep your basic personal data (*name, address, contact details*) for a minimum of 6 years after which time it will be destroyed.

Where you have consented to us using your details for direct marketing, we will keep such data until you notify us otherwise and/or withdraw your consent.

Marketing

Occasionally, ESC would like to contact you with the products/services that we provide. If consent to us using your contact details for this purpose, you have the right to modify or withdraw your consent at any time by using the opt-out/unsubscribe options by contacting ESC.

You may be contacted with the above-mentioned marketing offers by email or telephone.

Lodging a complaint

ESC only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.

Policy and Compliance Officer

ESC

The Old Brewery

Castle Eden

TS27 4SU

Supervisory Authority

If you remain dissatisfied with our actions, you have the right to lodge a complaint with the Supervisory Authority. The Information Commissioner's Office (ICO) can be contacted at: –

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone:

0303 123 1113

(local rate) or

01625 545 745

(national rate)

Fax:

01625 524 510

Email: enquiries@ico.org.uk

Consent

ESC take your privacy seriously and will only process your personal data with your consent and in accordance with the terms stated in our Privacy Notice. If you consent to us collecting and processing your personal data, please complete tick below: –

Cookie Notice

A '**cookie**' is a small piece of data sent from a website and stored on the user's computer by the user's web browser while the user is browsing. When you visit a site that uses cookies for the first time, a cookie is downloaded onto your computer/mobile device so that the next time you visit that site, your device will remember useful information such as items added in the shopping cart, visited pages or logging in options.

Cookies are widely used in order to make websites work, or to work more efficiently, and our site relies on cookies to optimise user experience and for features and services to function properly.

Most web browsers allow some control to restrict or block cookies through the browser settings, however if you disable cookies you may find this affects your ability to use certain parts of our website or services. For more information about cookies visit <https://www.aboutcookies.org>.