



## Our Thriving Minds Customer Privacy Notice

**Registered name:** SJP Education Consulting LTD, company number 15235141

This privacy notice tells you what to expect us to do with your personal information.

- [Contact details](#)
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### **Contact details**

Telephone **07865837640**

Email [sjpeducationconsulting@gmail.com](mailto:sjpeducationconsulting@gmail.com)

### **What information we collect, use, and why**

We will collect personal data for specified, explicit and legitimate purposes as indicated at the time of collection and will not further process the data in a manner that is incompatible with those purposes. We may collect or obtain the following information:

For our clients, suppliers, contacts and website visitors:

- Contact name, contact details, along with information about the contact's organisation;
- When paying for a service or product, contact and payment information;
- Invoice information;
- Correspondence that you send to us, (regardless of the format);
- Analytical data gathered from using our website;
- Purchasing history.
- Names and contact details
- Marketing preferences

- Photographs of work samples
- Records of attendance
- Records of attainment and progress

This data will be used for the purposes indicated when the data is submitted or collected.

We will only use your data for the following purposes:

- Internal record keeping;
- To fulfil any contractual obligation set out in any contract or service agreement we hold with you;
- To process payments for goods or services received or provided;
- To contact you to discuss the services or provision of the services agreed;
- For the purposes of a legitimate business interest we may use your personal data to offer you further products or services you might wish to buy;
- We use analytics to track how visitors use our website, enable us to improve the services that we provide to you, to better understand your requirements, including how to best retain your custom;
- For queries, complaints or claims.

To share our success and news within the business and our wider network, images may be used to promote the business, through marketing material or social media.

### **Lawful bases and data protection rights**

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here](#).
- **Your right to rectification** - We will take reasonable steps to ensure the accuracy of the information that we hold. If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible at the address listed below. We will promptly correct any information found to be incorrect. You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here](#).
- **Your right to erasure** - You have the right to ask us to delete your personal information. [You can read more about this right here](#). If you no longer wish us to hold information on you, or no longer wish to receive communications from us, then you may unsubscribe from our mailing lists, by either clicking on the ‘unsubscribe’ link at the bottom of any marketing material we send you or contact us using the details listed below. Please note that we may be legally obliged to retain your information, where it is necessary for us to comply with a legal or contractual obligation, in such an instance we will raise this with you.

- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [You can read more about this right here.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [You can read more about this right here.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here.](#)

### **Disclosure of your data**

We will never sell your details to a third party. We will share data collected from our clients with our employees working on processing your order for goods or services. To enable us to deliver products to you, we will disclose your name, delivery address and a contact telephone number to the individual making the delivery.

### **Security**

We are committed to ensuring that your information is secure. Any email sent to us, including any attachments, may be monitored and used by us for reasons of security and for monitoring compliance with office policy. Email monitoring or blocking software may also be used. Please be aware that you have a responsibility to ensure that any email you send to us is within the bounds of the law.

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

### **Our lawful bases for the collection and use of your data**

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- **Consent** - In specific situations, we can collect and process your data with your consent. For example, when you confirm you would wish to receive marketing emails. When collecting your personal data, we'll always make clear to you which data is necessary in connection with a particular service. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- **Contract** - we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information **for information updates or marketing purposes** are:

- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. For example, we will use your purchase history to contact you to inform you of further products and services that we believe may be of interest to you. We also review the purchasing history of our customers to identify trends and ensure we can keep up with demand or develop new products/services.

#### **Where we get personal information from**

- Directly from you
- Other education establishments
- Professional consultants

#### **How long we keep information**

We will not collect more information than we need to fulfil our stated purposes and will not keep it for longer than is necessary. Information relating to purchases you have made from us will be retained in line with recommendations made by the HMRC, for example credit and delivery notes would be retained for 6 years from the date of the last action.

#### **How to complain**

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we’ve used your data after raising a complaint with us, you can also complain to the ICO.

The ICO’s address:

Information Commissioner’s Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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