



Data Privacy Notice

This privacy notice outlines our commitment to keeping your data safe and secure and explains how we collect and process your data.

1. What is Personal Data?

'Personal data' means information that identifies a living person. This could include a person's name, address, phone number or email address.

'Personal data' also means any personal information you provide to us. This may be by phone, text message (SMS), email, social media, letter and other correspondence, and in person. It can include IP addresses and other technical identifying information.

2. How we collect personal data

We may collect personal data directly from you during our interactions with you. For example, when you:

- contact us via a webform on our website or by email, phone or via social media with an enquiry
- when you Purchase our consultancy services
- register to attend or attend one of our training courses
- complete an evaluation form at one of our training courses

3. Who are we?

Laura Hamilton Consulting is the data controller. This means we decide how your personal data is processed and for what purposes. We are a sole trader providing consultancy, training and information services to organisations and individuals. Our contact details are:

Website: www.laurahamiltonconsulting.com

Email: laura@laurahamiltonconsulting.com

Tel: 07523255696



4. The personal information we collect

Examples of the information we may collect include:

- Information such as your title, name and contact details including postal address, post code, email address, telephone number, social media identities, job title, the organisation you work for.
- The feedback that you share with us about our services and training.

5. How do we use the information you provide?

We use the data we collect to:

- enable us to provide you with information about our consultancy services and training courses.
- communicate with you about our services and training.
- evaluate our services and training, using feedback you have provided.

Laura Hamilton Consulting complies with its obligations under the Data Protection Act 2018 and the GDPR:

- by keeping personal data up to date
- by storing and destroying it securely
- by not collecting or retaining excessive amounts of data
- by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data. All personal data is kept on a password protected laptop or in a secure password protected cloud and is not stored or transported on portable electronic devices such as memory sticks.
- never sharing your personal data with third parties without your explicit consent.

You have the right to object to how we process data if you wish. If you would like to exercise this right, please contact us using the information below.

6. Your marketing communication preferences

We will only send you marketing communications with your explicit consent.

If you give us permission to contact you, we will always ensure that there is a clear way to opt out of receiving these communications. We will promptly update your contact details and preferences at your request.



7. How long do we keep your data?

We will only keep your personal information for as long as it is necessary to provide the services and/or products that you have requested, or for essential purposes such as, complying with our legal obligations, resolving disputes, investigating disciplinary matters and enforcing our agreements.

8. How we use Web Analytics and Cookies

When someone visits www.laurahamiltonconsulting.com we use third party services from SquareSpace and Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. You can find details of SquareSpace's privacy policy here: <https://www.squarespace.com/privacy>

The information about how you use our website is processed in a way which does not identify you as an individual. Google Analytics transmits website traffic data to Google servers in the United States. Google Analytics does not identify individual users or associate your IP address with any other data help by Google. We use reports provided by Google Analytics to help us understand website traffic and webpage usage. We do not make, and do not allow SquareSpace or Google Analytics to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will always be up front about this and clearly ask for your consent. We will make it clear when we collect personal information and will always explain what we intend to do with it.

We use cookies to provide you with a better service. Cookies are pieces of information a website transfers to your computer's hard disk for record-keeping purposes. Cookies can make the Web more useful by storing information about your preferences for a particular site.

Cookies in and of themselves do not personally identify users, although they do identify a user's computer. Most browsers are initially set to accept cookies. If you prefer, you can set your browser to refuse cookies.

9. Your rights and personal data

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



- the right to request a copy of your personal data which Laura Hamilton Consulting holds about you
- the right to request that Laura Hamilton Consulting corrects 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 for Laura Hamilton Consulting to retain such data
- the right to withdraw your consent to the processing at any time
- the right to request that the data controller provide the data subject with their personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability)
- 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 the processing of personal data
- the right to lodge a complaint with the Information Commissioners Office (www.ico.org.uk)

10. Accessing the information we hold about you

If you would like to see the information we hold about you, you can make a request in writing, by either email, or letter to: laura@laurahamiltonconsulting.com

We are committed to responding to any request to access your information promptly.

We are also committed to making any corrections or updates as quickly as possible.

11. Changing your preferences about how we communicate with you

Simply contact us by phone: 07523255696, email: laura@laurahamiltonconsulting.com or via the webform on our website: www.laurahamiltonconsulting.com if you would like to change your preferences about how we contact you.

12. Asking for your data to be deleted

You can request that we stop using your personal data and delete it. In order to do this simply contact us by phone: 07523255696, email: laura@laurahamiltonconsulting.com or via the webform on our website: www.laurahamiltonconsulting.com

We may need to keep a minimum amount of information to ensure that we do not contact you again in the future.



10. Contact Details

We take our responsibilities around managing your personal data seriously. If you have a query, complaint or wish to exercise your rights in relation to the data we hold about you, in the first instance please contact Laura Hamilton: laura@laurahamiltonconsulting.com, by phone: 07523255696 or via webform on our website: www.laurahamiltonconsulting.com

You can contact the Information Commissioners Office on 03031231113 or via their website: <https://ico.org.uk/global/contact-us/email/> or in writing Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.