



## **Privacy Policy for Steven Emberson t/a Elliott Consulting (1<sup>st</sup> December 2024)**

At Steven Emberson t/a Elliott Consulting ("we," "us," "our"), we are committed to protecting your privacy and ensuring that your personal data is handled in a safe and responsible manner. This Privacy Policy explains how we collect, use, store, and protect your personal data when you use our website, enrol in our training programs, or engage with our consultancy services.

By accessing our website or engaging with our Services, you agree to the terms of this Privacy Policy. If you do not agree with this Privacy Policy, you should not use our services or website.

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### **1. Information We Collect**

#### **1.1 Personal Data**

We collect personal information from you when you use our website, contact us, or sign up for our services. The types of personal data we may collect include:

- Full Name
- Email Address
- Telephone Number
- Company/Organization Name
- Job Title
- Course or Service Preferences
- Technical Information (IP address, browser type, and usage data)

#### **1.2 How We Collect Information**

We collect personal data directly from you when you:

- Register for our training courses or consultancy services
- Subscribe to our newsletter or other marketing communications
- Contact us through our website or via email, telephone or messaging platforms
- Complete surveys or provide feedback
- Make payments for our services

Additionally, we may collect information automatically when you visit our website through cookies or similar tracking technologies (see Section 5 for more information).

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## **2. How We Use Your Information**

### **2.1 To Provide Our Services**

We use your personal data to:

- Process bookings and registrations for training courses and consultancy services
- Communicate with you regarding course schedules, invoices, and other service-related matters
- Provide customer support and respond to inquiries
- Provide tailored training content and consultancy services
- Improve and personalise your experience with our services

### **2.2 Marketing and Communication**

With your consent, we may use your contact information to send you:

- Updates about our products, services, and events
- Promotions, discounts, or special offers
- Newsletters and educational content related to IT training

You can opt-out of marketing communications at any time by clicking the "unsubscribe" link in our marketing emails or by contacting us directly.

### **2.3 Legal Compliance**

We may use your personal data to comply with legal obligations, such as fulfilling tax or accounting requirements or responding to lawful requests from authorities.

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## **3. How We Protect Your Information**

### **3.1 Data Security**

We take the security of your personal data seriously. We implement appropriate physical, technical, and administrative safeguards to protect your personal information from unauthorized access, loss, or misuse.

### **3.2 Data Retention**

We will retain your personal data for as long as necessary to provide you with our services or as required by law. After this period, we will securely delete or anonymise your data.

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## **4. Sharing Your Information**

### **4.1 Third-Party Service Providers**

We may share your personal data with third-party service providers who assist us in delivering our services, such as payment processors, email marketing platforms, and IT service providers. These providers are obligated to protect your data and only use it for the purposes we outline.

### **4.2 Legal Disclosure**

We may disclose your personal data to comply with legal obligations, protect our rights, or respond to lawful requests from public authorities.

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## 5. Cookies and Tracking Technologies

### 5.1 Use of Cookies

We use cookies and similar tracking technologies to enhance your experience on our website. Cookies are small text files stored on your device that help us analyse website usage, improve site functionality, and personalize your experience.

### 5.2 Types of Cookies We Use

- **Necessary Cookies:** These cookies are essential for the functioning of our website (e.g., for remembering your login details).
- **Analytics Cookies:** These cookies help us analyse user behaviour and improve our website (e.g., Google Analytics).
- **Advertising Cookies:** These cookies are used to show relevant advertisements to you.

### 5.3 Managing Cookies

You can manage or disable cookies through your browser settings. Please note that disabling certain cookies may impact your ability to use some features of our website.

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## 6. Your Data Protection Rights

### 6.1 Access and Correction

You have the right to request access to the personal data we hold about you. You can also request that we correct any inaccuracies in your data.

### 6.2 Deletion and Restriction

You have the right to request that we delete or restrict the processing of your personal data in certain circumstances, such as when the data is no longer necessary for the purposes for which it was collected.

### 6.3 Withdrawal of Consent

You have the right to withdraw your consent to the processing of your personal data at any time. This will not affect the legality of any processing carried out before the withdrawal.

### 6.4 Data Portability

You have the right to receive your personal data in a structured, commonly used, and machine-readable format, and to transmit that data to another controller.

### 6.5 How to Exercise Your Rights

To exercise any of these rights, please contact us via email at [steven@elliottconsulting.uk](mailto:steven@elliottconsulting.uk). We will respond to your request in accordance with applicable data protection laws.

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## 7. International Transfers of Data

Please be aware that your personal data may be transferred to and processed in other countries where we or our service providers operate. By using our services, you consent to such transfers.

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## **8. Updates to This Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of any significant changes and update the "Effective Date" at the top of this page. We encourage you to review this Privacy Policy regularly to stay informed about how we protect your data.

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## **9. Contact Us**

If you have any questions or concerns about this Privacy Policy or how we handle your personal data, please contact us:

Steven Emberson t/a Elliott Consulting  
6 Hillfield, Alconbury, PE28 4WA  
0845 388 0138  
[steven@elliottconsulting.uk](mailto:steven@elliottconsulting.uk)

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## **Acknowledgment**

By using our services, you acknowledge that you have read and understood this Privacy Policy and agree to its terms.