

2110 Consult

Privacy Notice

BACKGROUND:

2110 Consult Limited understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all of our clients and contacts and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

1. Information About Us

2110 Consult Limited.

Limited Company registered in England under company number 06810968.

Registered address: 5 Parkway, Porters Wood, St Albans, AL3 6PA.

Main trading address: 5 Parkway, Porters Wood, St Albans, AL3 6PA.

VAT number: 948 6258 74.

Data Protection Officer: Joanne Taylor.

Email address: joanne.taylor@2110consult.com

Telephone number: 0845 209 9999.

Postal address: 5 Parkway, Porters Wood, St Albans, AL3 6PA.

2. What Does This Notice Cover?

This Privacy Information explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

3. What Is Personal Data?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the "GDPR") and the Data Protection Act 2018 (collectively, "the Data Protection Legislation") as 'any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier'.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

The personal data that we use is set out in Part 5, below.

4. What Are My Rights?

Under the Data Protection Legislation, you have the following rights, which we will always work to uphold:

- a) The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in Part 11.

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 Holland House
 Gherkin Piazza
 1-4 Bury Street
 London EC3A 5AW

ST ALBANS OFFICE
 5 Parkway
 Porters Wood
 St Albans
 Hertfordshire AL3 6PA

0845 209 9999

www.2110consult.com

- b) The right to access the personal data we hold about you. Part 10 will tell you how to do this.
- c) The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. Please contact us using the details in Part 11 to find out more.
- d) The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we hold. Please contact us using the details in Part 11 to find out more.
- e) The right to restrict (i.e. prevent) the processing of your personal data.
- f) The right to object to us using your personal data for a particular purpose or purposes.
- g) The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.
- h) Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided in Part 11.

It is important that your personal data is kept accurate and up-to-date. If any of the personal data we hold about you changes, please keep us informed as long as we have that data.

Further information about your rights can also be obtained from the Information Commissioner’s Office or your local Citizens Advice Bureau.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner’s Office. We would welcome the opportunity to resolve your concerns ourselves, however, so please contact us first, using the details in Part 11.

5. What Personal Data Do You Collect and How?

We may collect and hold some or all of the data set out in the table below, using the methods also set out in the table.

Data Collected	How We Collect the Data
Your name, email address, telephone number and any information you include in the message field	Contact Form
Your name, email address, any information you include in the email and the information contained in any signature block in your email	Email
Your telephone number and any information you provide to us during the conversation with us. We do not record phone calls.	Phone
Any information you provide to us in any postal communications you send to us.	Post

Business information including business name, job title, profession	Email/Phone/Post
Payment information including billing address, card details and bank account numbers	Email/Phone/Post
Data from third parties including HM Land Registry and Companies House	Online websites

6. How Do You Use My Personal Data?

Under the Data Protection Legislation, we must always have a lawful basis for using personal data. The following table describes how we may use your personal data, and our lawful basis for doing so:

What We Do	What Data We Use	Our Lawful Basis
Administering our business.	Name, email address, address and telephone number.	Where it is necessary for our legitimate interests.
Supplying our services to you.	Name, email address, address and telephone number.	Where we need to perform the contract we are about to enter into or have entered into with you.
Managing payments for our services.	Billing address, card details and bank account numbers	Where it is necessary for our legitimate business interests.
Communicating with you.	Your name, email address, address and telephone number.	Where we need to perform the contract we are about to enter into or have entered into with you.
Complying with the law.	Your name, email address, address and telephone number.	Where we need to comply with a legal or regulatory obligation.

With your permission and/or where permitted by law, we may also use your personal data for marketing purposes, which may include contacting you by email and/or telephone and/or text message and/or post with information, news, and offers on our services. You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the GDPR.

7. How Long Will You Keep My Personal Data?

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. We will decide the appropriate retention period by considering the amount, nature and sensitivity of the personal data and the potential risk of harm from unauthorised use or disclosure of your personal data.

8. How and Where Do You Store or Transfer My Personal Data?

We will only store or transfer your personal data within the UK. This means that it will be fully protected under the Data Protection Legislation.

9. **Do You Share My Personal Data?**

We may share your personal data with other companies or organisations in order to undertake the duties for which your personal data was provided to us or for which your personal data was provided to us of for our business administration purposes.

If any of your personal data is shared, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law, as described above in Part 8.

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

10. **How Can I Access My Personal Data?**

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a "subject access request".

All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 11. To make this as easy as possible for you, a Subject Access Request Form is available for you to use. You do not have to use this form, but it is the easiest way to tell us everything we need to know to respond to your request as quickly as possible.

There is not normally any charge for a subject access request. If your request is 'manifestly unfounded or excessive' (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your subject access request within one month and, in any case, not more than one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

11. **How Do I Contact You?**

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details (for the attention of Joanne Taylor):

Email address: joanne.taylor@2110consult.com.

Telephone number: 0845 209 9999

Postal Address: 5 Parkway, Porters Wood, St Albans, AL3 6PA.

12. **Changes to this Privacy Notice**

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.

Any changes will be made available on our website.