

Privacy notice – clients and suppliers

Ladbroke Consulting and Training Ltd takes the privacy of your data very seriously. This privacy policy sets out how we use and protect any personal information that you provide to us. The information may be provided by you when you sign contracts with us or when you provide us with contact details for support or correspondence purposes.

Why do we hold your data?

If you are a client or supplier of Ladbroke Consulting and Training, we need to hold and maintain some personal information about you and your colleagues. This information is necessary for the performance of contracts between us.

What sort of data do we hold for day to day contact?

Typically, it will be contact name and address within your company, role, email address and telephone contact numbers. We may also hold bank details for payment purposes.

How long do we hold your data?

When we no longer need to keep certain data, we destroy any paper documents securely by shredding and deleting the electronic record from our System. We retain contact information only for as long as it is relevant for day to day contact.

Who can access your data?

Access to all of your information is strictly controlled and limited to ensure that only those authorised within the business, or if necessary, approved 3rd party partners have access.

Changes and access to your personal data

You have the right to access information held about you by the Company. The Company has a month to respond to a request. We will ask for proof of ID before allowing access. We will then ensure that the information we hold is corrected and updated. If at any point you believe that the information we process on your behalf or on you is incorrect, you can request to see this information and have it corrected or deleted. For access and to amend any details we retain please contact Nicki Norgate on 07710 200522.

Complaints

If you wish to raise a complaint on how we have handled any personal data, please contact Nicki Norgate on 07710 200522.

Information about your right to complain can be found on www.ico.org.uk. You can complain by contacting The Information Commissioner's Office by telephone (0303 1231113) or <https://ico.org.uk/concerns/>