

# Joondanna Consulting and Training Services Privacy Notice

Last Updated: 2 November 2020

## 1. Privacy statement

Joondanna Consulting and Training Services is committed to handling and storing personal information in compliance with the terms of the EU General Data Protection Regulation (GDPR) and UK 2018 Data Protection Act (DPA). This applies whether the information is obtained directly from individuals through the JCATS website or by other means such as phone calls, e-mail or in person. It also applies to information obtained from publicly available sources.

Personal data is processed in a matter set out in JCATS's Data Protection Policy.

*Whose information do we collect?*

We collect personal information about the following categories of people:

- Current business contacts.

*What information do we collect?*

Depending on the nature of your relationship with JCATS we may collect some or all of the following information:

- Biographical – name, title.
- Employment – job title.
- Contact details – business email address, business phone number.

*How do we collect the information?*

Information is collected under the following circumstances:

- Contacting us through our 'info' email address or telephone numbers.
- Contacting one of our Directors through their business email address or telephone.
- Through face to face contact with one of our Directors.
- From publicly available sources.

We use 'Cookies' on our website to allow us to see how our website is used and to improve our services to you. None of this information identifies you personally.

*Why do we collect the information?*

We collect the information in order to:

- Provide and manage services.
- Transmit invoices and other billing details.
- Manage contact with, and provide information to, client contacts.

Under the terms of the GDPR the lawful bases for processing personal information are:

- We need it to pursue our legitimate interests by communicating with client contacts

*Who collects the information?*

Information is collected by JCATS.

*How long do we hold the information?*

Information is retained for as long necessary for the purpose for which it is required, and in line with the JCATS Retention Policy.

We want to be sure that we have the most up-to-date information for you. If you discover that we have outdated information, such as telephone number, e-mail address or change of name please contact us via [info@joondanna.co.uk](mailto:info@joondanna.co.uk) to let us know.

*Where your information is stored*

Your information is stored on secure, password-protected databases and networks. Access to the information is given only to staff with the appropriate authorisation.

Data is held mainly in the United Kingdom with some on servers within the United States.

## **2. Your Rights**

*You have the right to request copies of any of your data held by JCATS*

Contact us using the following email address:

[info@joondanna.co.uk](mailto:info@joondanna.co.uk)

*You have the right to have your data rectified*

If you wish to amend the information we hold about you please contact us using the email address above.

## **3. Contact and complaints**

If you are dissatisfied with the JCATS's response to your request for access to your data, or handling of your request to rectify your data, you may contact the:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF Tel.: 0303 123 1113 <https://ico.org.uk/concerns/>

END OF NOTICE