

Privacy Notice

Thank you for taking the time to read our privacy policy.

Unova Consulting is the trading name of Unova Consulting Limited. Unova Consulting Limited is a subsidiary company of Unova Group Limited and this privacy policy applies across both limited companies.

Unova Consulting fully respects your privacy and is committed to protecting the personal data that you provide us. The aim of this privacy policy is to inform you of how we treat your personal data and to inform you of your privacy rights and protection by UK law.

About Us

This privacy policy aims to give you information about how Unova Consulting collects and processes your personal data.

Unova Consulting are the data controller responsible for the personal data that you provide. Within this privacy policy, Unova Consulting may be referred to as “Unova”, “we”, “our”, “us”).

You may have questions about this privacy policy or about our privacy practices. You can contact us in the following ways:

Full name of our legal entity: Unova Consulting Limited

Registered address: 39a High Street, Billericay, Essex, CM12 9BA

Email: enquiries@unovaconsulting.co.uk

Telephone: 0203 488 5944

Complaints

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO) whom are the regulator within the United Kingdom (UK) for data protection.

Their website is www.ico.org.uk

The website at the time of writing will enable you to start a live chat or provide a helpline phone number for your use during their opening hours.

We would however appreciate the opportunity to discuss and address your concerns prior to any approach or discussions direct with the ICO so please do contact us in the first instance. This is very much appreciated.

Privacy Policy Review

Our privacy policy is reviewed regularly, and we strive to review this at a minimum of every 12 months. Our current policy was reviewed on **4th January 2022.**

It is important that the personal information and data we hold about you current, accurate and up to date. Please do keep us informed if your personal data changes during your relationship with us or indeed, whether you would like us to delete the information and data we hold about you.

How do we collect your personal data?

We utilise varying methods to collect data from you including:

- **Direct contact from you to us, instigated by you directly.**
You may advise us of your identity, place of work address, social media links, contact and financial data by completing online forms via our website or by other means such as by; post, email or otherwise. Such personal data is collected when you;
 - Become a client by instructing and entering into a contract for our services;
 - Request that marketing information be sent to you;
 - Provide us with feedback, testimonials or make direct contact with us via our website, social media or other means;
 - Take part in our surveys or promotional activities.
- **Automatic interactions and technology**
Through the use and interaction with our website we will be automatically collecting Technical Data about your equipment, browsing characteristics and actions. The personal data collected in this manner is through the form of cookies or other similar technology. You can refer to our [cookie policy](#) for more information about this personal data collection.
- **Third parties or publicly available sources of information**
We will receive personal data about you from various third parties and public sources. Technical data will be collected from providers of analytical information such as Microsoft and Google, based within and outside of the UK. We will receive information from other additional sources as:
 - Transactional data, contact data and financial information from providers of technical, payment and delivery services.
 - Credit Checks
 - Identity and Contact Data from public sources of information such as: Companies House, Land Registry, HMO registrations or Electoral Registers based inside the UK.

How will we use your personal data?

We will use personal information held about you and employees within your organisation when it is legal for us to do so and in accordance with Article 6(1) (b) of the GDPR where:

- Processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract”

Unova Consulting does not rely on consent as a legal basis for processing your personal data although we will get your consent before issuing third party direct marketing communications to you via email, text message or other media format. You have the right to withdraw consent to marketing at any time by contacting us.

We have detailed within the below table a breakdown of all the ways we plan to use your personal data, and which of the legal bases aligned with GDPR that we do so. We have also identified what our legitimate interests are where appropriate. Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data.

Purpose	Personal data type	Lawful basis and legitimate interest
Recognising you and registering you as a new customer.	<ul style="list-style-type: none"> • Identity • Contact details 	<ul style="list-style-type: none"> • Performance of a contract with you.
Processing and delivery of your instruction for our services which includes; <ul style="list-style-type: none"> • Management of our fees, the payments and charges. • Collection and recovery of monies owed to us for the agreed services. 	<ul style="list-style-type: none"> • Identity • Contact details • Profile • Financial details • Transactional details • Marketing and communication 	<ul style="list-style-type: none"> • Performance of a contract with you. • Necessary for our legitimate interests (e.g. recovery of debts due to us).
Managing our working relationship with you which includes: <ul style="list-style-type: none"> • Contacting you with respect to new and emerging potential working opportunities. • Contacting you to discuss working business development meetings such as for breakfast, lunch or corporate events. • Notifying you about changes to our terms, privacy policy or other business alterations. • Asking you for feedback and testimonials or to take a survey. 	<ul style="list-style-type: none"> • Identity • Contact details • Profile • Financial details • Marketing and Communications 	<ul style="list-style-type: none"> • Performance of a contract with you. • Necessary to comply with a legal obligation. • Necessary for our legitimate interests (to keep up to date records, to maintain customer service, expand our business services and learn/study how our clients utilise our services).
To protect our business and website including the undertaking of data analysis, testing, reporting, hosting data, maintenance of the system and troubleshooting.	<ul style="list-style-type: none"> • Identity • Profile • Contact details • Technical (IP address etc) 	<ul style="list-style-type: none"> • Necessary for our legitimate interests (maintaining business continuity, reputation, network security, administration and

		IT services, fraud prevention.) <ul style="list-style-type: none"> Necessary to comply with a legal obligation,
To ensure our website is user friendly and delivers suitable website content relating to our business. Measure effectiveness and quality of our website content and marketing.	<ul style="list-style-type: none"> Identity Profile Technical Usage Contact details Marketing and communications 	<ul style="list-style-type: none"> Necessary for our legitimate interests (learning and studying user interactions and customer interests in our services for the success and growth of our business and to further inform our strategic objectives).
To provide suggestions to you about our services that may be of interest to you.	<ul style="list-style-type: none"> Identity Profile Technical Contact details Marketing and communications 	<ul style="list-style-type: none"> Necessary for our legitimate interests (the success and growth of our business and to further inform our strategic objectives).

Marketing and Communications

Unova Consulting may, from time to time, utilise your personal data (identity, profile, usage, technical information and contact details) to inform us on what you may need or what services we provide that may be of interest to you. The collection of this personal data aids us to decide which services may be relevant to you and informs our marketing and communications to you.

We may send you marketing information and further communications if you have requested information, contacted us or previously purchased our services. We may do this unless you have opted out of receiving further marketing and communications information.

Your options for Opting Out

You are fully entitled to ask us at any time to stop sending you marketing or communications messages. You can do this by contacting us at any time.

If you do choose to opt out of receiving our marketing and communications, this will not apply to personal data provided to us because of purchasing our services.

Changes of personal data use and purposes

We will only use your personal data for the purposes for which we collected it as we have detailed within this privacy policy unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us.

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

The disclosure of your personal data

We may share your personal data with third parties as detailed below, for the purposes detailed within the 'how will we use your personal data?' table.

- Our service providers, supply chain and professional advisors such as; Accountants, Insurers, HR departments, Solicitors, identification system checks, banks, sub-consultants and sub-contractors.
- Industry and legal regulators such as but not limited to, CIBSE, HMRC and authorities based within the UK.
- Assistance with legal investigations or for health and safety such as; Police departments, fire departments, Ambulance services.
- Third parties that we may chose to partner, sell or transfer parts or whole of the business with or our assets. If a change to the business occurs, your personal data may be used in the same way as set out in this privacy policy.

Security of your personal data

We have appropriate security measures in place to mitigate your personal data from being accidentally lost, used or accessed in an unauthorised manner, altered or further disclosed.

We limit the access to your personal data to

We limit the access to your personal data to our employees, contractors and other third parties and share this information only as set out within this privacy policy.

We have a procedure within our business to handle suspected leaks of personal data and will ensure we notify you and the ICO or other regulator as appropriate and required to adhere to the law and our legal obligations.

The keeping and retention of your personal data

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

You must know that by law we have to keep a basic level of personal data information about our clients which includes Contact, Identity, Financial and Transactional Data provided or undertaken with us for a period of six years after they cease being a customer of ours.

In certain circumstances, you can request that we delete your personal data which we detail the process below within 'Your legal rights'.

Your legal rights

If you wish to exercise your rights for your personal data, by law, you may contact us at any time.

There is no fee associated with access to your personal data. However, we may charge a reasonable fee should your request be unreasonable or deemed to be excessive. In such circumstances we can refuse to comply with your request.

To access your personal data and for us to securely deal with your requests, we will need to ask specific questions to obtain information from you to enable us to correctly identify you. This is a security requirement to ensure that personal data is not disclosed to any unlawful person. If we feel that the answers provided to us in this respect are suspicious or not appropriate, we may refuse access to your personal data and ask further questions as appropriate.

Our processing time to action your request will vary. However, we will endeavour to deal with your request within 6-weeks. Throughout the process, we will endeavour to keep you updated and manage your expectations as best as we reasonably can.

You are legally allowed and have a right to;

Request access to your personal data (commonly known as a “data subject access request”). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (please see additional information below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following situations:

- If you want us to establish the accuracy of data
- Where our use of the data is unlawful but you do not want us to erase it.

- Where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims.
- You have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain services to you. We will advise you if this is the case at the time you withdraw your consent.

Should you have any questions or concerns relating to our privacy policy and the use of your personal data. Please do not hesitate to contact to contact us.

We thank you for taking the time to read this information.

Best regards,

Unova Consulting Limited