



Privacy Notice

This privacy policy applies between ourselves named as **Business Growth Mentors Ltd**, the user of this website and or recipients of services provided by ourselves.

We at **Business Growth Mentors Ltd** take our customer privacy very seriously. This privacy policy sets out to help you understand how we collect, collate, process, share and destroy your data. **Business Growth Mentors Ltd** identifies as the data controller.

What data do we collect?

In order to provide the best service to our customers, we will collect information to provide you with a service and or goods, invoices, service updates or to provide you with promotional offers. We will collect: name, address, email address, telephone number and general account information specific to provide our services and products.

Why do we collect this data?

These details are taken to provide you with the service. If you have opted in, you may receive promotional offers from us via text or email. Please note you have the right to unsubscribe at any time.

Third Party Information

We may from time to time employ the services of other third parties to provide processes necessary for the terms of the business, and may be used in accordance with the law for marketing purposes to advertise promotional offers with legitimate interests only. This will not defer from the Data Protection Act 2018 / UK GDPR compliance to distribute personal information. We will include anyone who provides services or functions on our behalf, including credit card processing, business analytics, advertising, administration of competitions and promotions, collection of customer feedback and customer service. We use these service providers to process your data on our behalf, this may be to send our marketing material or to collate information that can be analysed anonymously to improve our service. They have access to and may collect information only as needed to perform their functions and are not permitted to share or use information for any other purpose. Where we provide data to third party service providers for them to provide data analysis or statistical services for us, we will only ever send them aggregated, anonymised data.



The third-party providers will not share or pass on or even hold your data for longer than necessary to complete the data field transaction to ourselves.

Controlling Use of Your Data

Where possible we are required to give you the option to restrict use of your data for marketing purposes and sharing with third parties this will reduce the risk of a data breach involving your personal identifiable information.

How and where will your data be processed?

Any information that we hold about you is stored on our secure servers and all information, including payment transactions are encrypted. Only authorised personnel are permitted to access personal data during their work.

Security of your information

We are passionate about keeping your data safe. That's why we have various systems and policies in place to ensure we are a safe haven for your data utilising both organisational and technical safeguards. All information held is accessed by password protection and only available to those who are privy to that information. We use encryption and monitoring services provided to ensure our technical safeguarding is optimised.

Marketing

When you request services with us and you have opted in (or in any other case, if you have opted in to receive marketing by email or text message), we may contact you by e-mail or text message with information about other goods and services that we offer that are similar to those that you have already purchased or enquired about and we think may interest you based on the information we hold about you. We may also use your contact details to contact you by phone or post with details of products and services that we think may be of interest to you (unless you have told us you don't want to receive these communications, or you are registered with the Telephone Preference Service). We will hold your data for a period of 18 months before redefining consent from yourself.

Accuracy

As per the Data Protection Act 2018 / UK GDPR, it is imperative that the personal information we store is kept accurate. Whilst we make every effort to ensure personal data is kept up to date, it is the responsibility of customers to inform us of any changes to their personal information promptly. This will ensure the personal data we collect, process and store, is kept as accurate as possible.



If you decide not to provide us with your personal information

In the event you decide not to share some or all of your personal information with us, we may be unable to provide you with our services. We only collect the personal information in which we need to provide you with our services. Should you require more information on this matter please contact our Data Protection Officer, contact details at the end of this policy.

Improving our services

Sometimes we will use your data to help us improve the quality and functionality of the services that we offer.

This includes:

- Analysing your recent visits to our website and how you move around different sections of our website for analytical purposes to understand how people use our website so that we can make it more intuitive.
- Troubleshooting, data analysis, testing, research and for statistical and survey purposes by us, all of which helps us to provide the best service that we can. Again, this information is not shared.

Your Rights

If you wish to access, correct, update or request deletion of your personal data, you can do so at any time.

You can object to the processing of your personal data, ask us to restrict processing of your personal data or request portability of your personal data.

You have the right to opt-in and out to marketing communications that we can send to you at any time. You can exercise this right by opting in / out to the marketing Emails we send you. Similarly, if we have collected and processed your personal data with your consent, then you can withdraw your consent at any time. Withdrawing your consent will not affect the lawfulness of any processing we conducted prior to your withdrawal, nor will it affect processing of your personal data conducted in reliance on lawful processing grounds other than consent.

You can submit a request by using the subject access request link at the bottom of the Policy.

You have the right to complain to a data protection authority about our collection and use of your personal data.

The Information Commissioner's Office is the data protection authority for the UK. You may write to them at:

Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF.

Alternatively you

may call them on 0303 123 1113. You may also visit their website to fill out an online complaints form at <https://ico.org.uk/make-a-complaint/>.

Destruction

We will only keep your information for as long as is needed to fulfill our duties or required to do so by law. When we destroy your information it is done so securely. If we have hard copies containing your data, we will dispose of these safely through confidential shredding services provided to us by our Data Protection Provider.

Changes to our Privacy Notice

We may update this Privacy Notice from time to time in response to changing legal, technical or business developments. When we update our Privacy Notice, we will take appropriate measures to inform you, consistent with the significance of the changes we make. We will obtain your consent to any material Privacy Notice changes if and where this is required by applicable data protection laws.

You can see when this Privacy Notice was last updated by checking the “last updated” date displayed at the top of this Privacy Notice.

Contact us

If you have any questions about this Privacy Notice please contact our Data Protection Officer

Email:

info@businessgrowthmentors.com

Or

Wish to exercise any of your data protection rights, please use the link

<https://form.jotform.com/privacyable/SubjectaccessRequest>

Please note: All policies are managed directly by our appointed Data Protection Team.

