

# **PRIVACY POLICY AND TERMS AND CONDITIONS**

## **HOW WE USE YOUR INFORMATION**

This privacy policy informs you of the ways in which Think Consultancy Ltd collects and uses your personal information. By requesting or using our services you agree to the collection and use of your personal data as outlined in this policy. At Think Consultancy, we aim to be transparent about how we handle and use your data. We clearly outline the reasons for the data we collect, and we only ask for information that is strictly necessary to deliver the service you require. Our goal is to provide you with the services you ask of us while ensuring the safety and protection of your personal information.

## **POTENTIAL CLIENTS**

Upon receiving an enquiry, we create a file that contains your details, including your contact information, gender, age, name, address, and professional background. This is to ensure that we offer relevant accounting, business and funding services. We also ask how you found out about us, so we can focus our advertising efforts effectively.

## **VISITORS TO OUR WEBSITE**

When individuals visit our website, we gather standard internet log information and analyse visitor behaviour patterns. Our purpose for doing so is to gain insight into the number of visitors to various areas of the Think Consultancy website. We obtain this information in a way that does not identify any individual. We do not attempt to discover the identities of our website visitors. We employ Google Analytics to help us analyse website use. This analytical tool uses 'cookies', which are text files placed on the user's computer, to gather anonymous standard internet log information and visitor behaviour information. The cookie-generated information, including the visitor's IP address, is sent to Google. This data is then used to assess website use and compile statistical reports about website activity for Think Consultancy. We will not permit any third party, including Google, to use the statistical analytics tool to track or obtain personally identifiable information about visitors to our website. We will not link any data obtained from this site to personally identifying information obtained from any source while using the Google analytics tool. Google will not connect the user's IP address with any other data it holds. Neither we nor Google will try to connect an IP address with the identity of a computer user. If we decide to collect personally identifiable information via our website, we will disclose this information to users. We will specify when we gather personal information and clarify our plans for it.

## **USE OF YOUR DATA**

We use your data to provide the service you have requested, such as making an application on your behalf for funding or submitting your tax returns. We may analyse your personal data internally to identify trends in our business. This data is anonymous and cannot be traced back to you. We do not disclose your personal data to external companies. We will make full use of your personal data to collect any outstanding debts or to inform you of any changes to our service that will affect you. We may share limited contact information with partners who work with us to provide accounting, business or funding advice that you have requested and authorised us to do on your behalf. We will only share the minimum information necessary and will do so within the legitimate interest of our business. Please note that our privacy notice does not cover any links within our website that lead

to other websites. We encourage you to read the privacy statements on other websites you may visit.

### **PROTECTING YOUR DATA**

Our employees are bound by a duty of confidentiality to ensure the protection of your personal data. They are prohibited from disclosing any confidential information unless required to do so by law. We have implemented various measures to secure all personal data we hold. Regrettably, data transmission over the internet is not entirely secure. Although we take the utmost care to protect your data once we receive it, we cannot ensure the security of your data during transmission, including via email, inquiry form, phone call, or any other communication.

### **YOUR RIGHTS**

You have the right to know what personal information we hold about you, to request access to it, and to correct any inaccuracies. You can also ask us to delete your information or limit how we use it. Additionally, you have the right to object to the processing of your data. Please contact us if you wish to exercise any of these rights, and we will respond to your request as soon as possible.

### **DELETING YOUR DATA**

Upon your request, we will erase all personal information that we hold about you, except for billing information, or any other data that we are obliged to retain by law or for the purposes of enhanced safeguarding.

### **ACCESS TO PERSONAL INFORMATION**

We believe in transparency and strive to make personal information accessible to individuals. Therefore, individuals may request access to their personal information by submitting a 'subject access request' under the General Data Protection Regulation (GDPR). If we hold personal information about you, we will provide you with a description of it, explain why we are holding it, tell you who it may be disclosed to, and provide you with a copy of the information in an understandable format. To request personal information, please email our team at the email address below. If you give consent, we may handle your request informally and provide the necessary information over the phone if possible. If we need to print or mail documents, there will be no charge to you. If we do hold personal information about you, you may request corrections by contacting our team. We will provide you with the requested information within 30 days of receiving your request, and we will require proof of identity to ensure that we send the information to the correct person.

### **CORRECTIONS TO YOUR DATA**

Access to the data we hold on you can be granted by contacting us by email to review or amend your information. It is your responsibility, as a client to ensure that the information provided to us is accurate and up to date. If you notice any inaccuracies, you can exercise your "Right to rectify" by getting in touch with us at any time.

### **QUERIES OR COMPLAINTS**

At Think Consultancy, we place great importance on maintaining the highest standards when it comes to collecting and using personal information. Therefore, we take any complaints we receive about this matter very seriously. We encourage individuals to bring any concerns they may have

about the fairness, accuracy or appropriateness of our data collection and usage to our attention. Furthermore, we welcome any suggestions that could help us improve our procedures. While this privacy notice is designed to be concise and clear, it does not cover every aspect of our data collection and usage. However, we are happy to provide additional information or clarification if requested. If you have any queries, please do not hesitate to contact us using the email address provided at the end of this notice.

#### **DISCLOSURE OF PERSONAL INFORMATION**

Protecting your personal data is of the utmost importance to us. We will not share or disclose your personal data with any third party without your consent, unless we are legally required to do so. Please note that this privacy notice does not apply to any external websites that may be linked from our website. We recommend that you carefully review the privacy policies of any third-party sites you visit.

#### **LAWFUL BASIS TO USE YOUR DATA**

We collect and use your personal data under the basis of Legitimate Interests. This means that we use your data in a way that you would expect, and which has minimal impact on your privacy. Our legitimate interest is to record your personal details to effectively offer you our accounting, business and funding solutions, as this is necessary for us to carry out the services you have requested. Additionally, we use your data to prepare billing and other account related services, as well as to send you emails about our services. We are committed to balancing the collection and use of your data against your individual rights and freedoms. We only ask for information that we legitimately need to perform our work for you. We hold your data for as long as is reasonably necessary, but we will remove it upon your request, as you are entitled to do so. If you have any concerns about how we retain your data, you can contact our team.

#### **CONSENT**

By signing your agreement with us, you also give us implicit permission to use your personal information to fulfil the term of our agreement with you.

#### **DATA BREACHES**

In the event of a breach that is likely to result in a high risk to the rights and freedoms of individuals, we will notify those affected directly.

#### **CHANGES TO THIS PRIVACY NOTICE**

We make sure to regularly review our privacy notice and any changes will be published on this webpage. The most recent update to our privacy policy was made on 6<sup>th</sup> April 2024.

#### **CONTACTING US OR MAKING A COMPLAINT**

Requests for information about our privacy policy can be emailed to [info@think-consultancy.co.uk](mailto:info@think-consultancy.co.uk).