

PRIVACY POLICY

This privacy policy sets out how Claire Lea Associates processes any information that you provide to us (including when you use this website).

Claire Lea Associates is committed to ensuring that your data privacy is protected in compliance with applicable law and regulations (including the EU General Data Protection Regulation ('GDPR')). We encourage you to read the details of this policy to understand our personal data management practices.

Claire Lea Associates may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy was most recently amended on 22 May 2018.

Who is responsible for processing your personal data?

Claire Lea (of Claire Lea Associates) of 8 Templemore Close, Cambridge, CB1 7TH, United Kingdom oversees the control and management of your personal data.

What kind of information do we collect from you?

We may collect the following information:

- personal contact details including your name, job title, postal address, email address and telephone number(s)
- records of our written correspondence and telephone contact
- notes we make and store anonymously about the key issues covered in our coaching, consulting, facilitation, training and/or general client conversations
- details of any visits you make to our website and the resources that you access
- demographic information such as preferences and interests
- other information relevant to client surveys and/or offers.

How do we use your personal data?

We use your personal data:

- for internal record keeping
- to improve our products and services
- to carry out the obligations arising from the commercial contracts entered into between us

- to provide you with information or services that you request from us, or which we think may interest you, where you have consented to be contacted for such purposes
- to ensure that content from our website is presented in the most effective manner for you and for your computer

If you decide at any point that you do not want us to use your data in this way, please email us at info@clairelea.co.uk and we will make the necessary arrangements.

How do we protect your data?

We take all reasonable care to ensure the security of our IT systems and of your personal information from access by authorised persons and against unlawful processing, accidental loss, destruction and damage. We will not share your information with any other party, other than as required by law, court order or other government or law enforcement authorities (or unless consented to by you). Any personal notes referring to our coaching, consulting, facilitation or training conversations will be deleted no later than: the later of (a) 12 months after our coaching, consulting, facilitation or training relationship comes to an end and (b) as required by law or our insurers.

How we use cookies?

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to our client needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us to provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie does not give us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies but you can usually modify your browser settings to decline cookies if you prefer, this may prevent you from taking full advantage of this website.

Links to other websites

This privacy policy extends only to this website, which may sometimes contain links to and from other websites. If you follow a link to any other website, please note that

we do not have any control over those websites and that they may have their own privacy policies. We do not accept any responsibility or liability for other websites' policies. You should always check such policies before you submit any personal data to those websites.

Changes to this privacy policy

This privacy policy may be reviewed and amended from time to time. The up-to-date version is always available on our website (www.clairelea.co.uk) and can also be obtained by emailing info@clairelea.co.uk It may be necessary to contact you and obtain your consent regarding any significant changes to this privacy policy.

Your right to access your information

You have the right to obtain a copy of the personal data we hold about you. We can provide you with that information further to a request in writing supported by sufficient information to identify you (we may need to request proof of identity in some instances). You have the right to request an amendment to any information which we hold and which you believe to be incorrect.

Contact

If you have any questions about this privacy policy please contact us via info@clairelea.co.uk