

GDPR STATEMENT:

As per the May 2018, the EU General Data Protection Regulation (GDPR) replaces the existing 1995 EU Data Protection Directive (European Directive 95/46/EC). In this regard, Arthur Ashe Consultants aims to comply with the applicable GDPR regulations as a data processor and controller. Working alongside its employees, clients and their employees and suppliers it will comply when the GDPR legislation takes effect on 25th May 2018.

COLLECTING YOUR PERSONAL INFORMATION

Under the regulation of GDPR, we will be requiring the following information;

- We will obtain personal data about you, including but not limited to:
 - your name, email, postal address, telephone number(s) i.e. your contact details and financials.
 - in general, all data required by us to offer you our services within the scope of and on the basis of the agreement concluded among us.
- We collect and store information for record

DATA CONTROLLER AND PURPOSE

The information you provide will be used only by Arthur Ashe Consultants for communications service and will not be shared to any other company or business without your consent. The information may be sent via email, post or text message.

We will use this information for;

- to provide you with the information and services that you request;
- to provide you with reminders and renewal notifications relating to the services that you use;
- to notify you about changes to our services or terms;
- to allow you to participate in interactive manner, when and if, you choose to do so;
- to manage and administer our services;
- to review and improve our services.

We process your data in accordance with the General Data Protection Regulation (GDPR). If you have any concerns the council's data protection officer can be contacted on info@arthurashe.co.uk

CONDITION FOR PROCESSING PERSONAL DATA

With your consent, it is necessary for us to process your personal data, which may include your name, address, contact details, under the GDPR. A delay in you providing the information requested may result in a delay in providing appropriate services.

HOW LONG DO WE KEEP YOUR INFORMATION?

We will only hold your information for as long as you are availing our services. We may also anonymise some personal data you provide to us to ensure that you cannot be identified and use this for statistical analysis of data in order to improve our services and plan the provision of services as per client satisfaction.

INFORMATION SHARING

We will never share it with any other organisation. Information may, if required, be shared with Audit Commission, Department for Work and Pensions and HM Revenue and Customs, with the written consent of the clients.

YOUR RIGHTS

You can find out more about your rights on our Data Protection Page and this includes details of your rights about automated decisions, such as the ranking of Housing Applications, and how to complain to the Information Commissioner.

HOW YOU CAN MAKE A COMPLAINT

If you are unhappy with the way, we have used your personal data please contact us to discuss this using the contact details mentioned above.

We encourage our clients to contact us directly to discuss any concerns that you may have and to allow us an opportunity to address them.

HOW WE KEEP THIS POLICY UP TO DATE

We will review and update this policy from time to time. This may be to reflect a change in the services we offer or to our internal procedures or it may be to reflect a change in the law.

The easiest way to check for updates is by looking for the latest version of this policy on the site or seeking assistance from our team.

Each time we update our policy we share it with our clients.