

Privacy notice

Wren and Greyhound are registered with the Information Commissioner as a "controller" of the personal information that we collect in relation to the provision of consultancy services to our clients. This privacy statement explains how we collect and use personal information about you.

What personal information we collect

We collect personal details, including but not restricted to name, email address and telephone number/s in three main ways.

- When a client engages us to provide consultancy services, we may collect staff names and contact details.
- When we are engaged to provide evaluation services, we may collect the personal details of our clients' service users, including name and contact details. We may occasionally receive information from clients about any impairments or access requirements service users have. Service users may also provide information about their use of clients' services. We will ensure this is provided with informed consent.
- When people sign up for our Lasting Difference guides, we will retain their email address if they give us permission to do so.

Where we collect personal information from

We collect personal information directly from our clients and occasionally from publicly accessible sources as part of researching or preparing for delivery consultancy support (e.g. OSCR, Companies House).

How we use your personal information

We need to process personal information to perform the services we are engaged to carry out and to comply with legal obligations and this includes:

- communication by post, email or telephone;
- understand needs and how they may be met;
- maintain records;
- process financial transactions.

We may also contact our clients in pursuit of our legitimate interests to promote our services by sending clients communications with updates. Where we use our clients' personal information for this purpose, you have a right to withdraw from such use by writing to us at 10 Millburn Road, Westfield, EH48 3BT, or emailing info@wrenandgreyhound.co.uk.

Who we share your personal information with

As a general rule, we do not share your personal (or our clients' organisational) information without permission. However, we may be required to share personal information with statutory or regulatory authorities and organisations to comply with statutory obligations. We may also share personal information with our professional and legal advisors for the purposes of taking advice.

In the event that we do share personal information with external third parties, we will only share such personal information strictly required for the specific purposes and take reasonable steps to ensure that recipients shall only process the disclosed personal information in accordance with those purposes.

How long we retain your personal information for

We will only keep your personal information for as long as necessary to comply with our legal obligations and to safeguard Wren and Greyhound in the event of any claims, complaints, litigation, enquiries and investigations during or following the termination of our engagement with clients. We will review and possibly delete your personal information following a period of at least six years after a client has ceased to engage us to provide services.

Please note that you may have a separate legal requirement to retain business and personal records for a longer period than this and Wren and Greyhound accepts no responsibility for the deletion of records prior to any other statutory deadline. Wren and Greyhound also reserves the right to retain electronic and paper correspondence that is required for professional indemnity insurance purposes.

Holding personal information outside the EEA

We may use services such as Dropbox, who use servers that are located outwith the EEA. We understand these providers have obtained privacy shield certification or other security measures and we believe these are appropriate safeguards to comply with the GDPR requirements.

Using our websites

The information we collect via our websites (www.wrenandgreyhound.co.uk and www.thelastingdifference.com) may include:

- any personal details you knowingly provide us with through forms and our email, such as name, address, telephone number etc.;
- your IP address, this is a string of numbers unique to your computer that is recorded by our web server when you request any page or component on our website; and
- data recorded by our website which allows it to recognise you and your preferred settings, this saves you from re-entering

information on return visits to the site. Such data is recorded locally on your computer through the use of cookies. Most browsers can be programmed to reject, or warn you before downloading cookies, information regarding this may be found in your browser's 'help' facility.

Any personal information we collect from our website will be used in accordance with Data Protection Legislation and other applicable laws.

Your rights

You can exercise any of the following rights by writing to us at 10 Millburn Road, Westfield, EH48 3BT, or emailing info@wrenandgreyhound.co.uk.

Your rights in relation to your personal information are:

- you have a right to request access to the personal information that we hold about you by making a "subject access request";
- if you believe that any of your personal information is inaccurate or incomplete, you have a right to request that we correct or complete your personal information;
- you have a right to request that we restrict the processing of your personal information for specific purposes; and
- if you wish us to delete your personal information, you may request that we do so.

Any requests received by Wren and Greyhound will be considered under applicable data protection legislation. If you remain dissatisfied, you have a right to raise a complaint with the Information Commissioner's Office at www.ico.org.uk

Changes to our privacy statement

We keep this privacy statement under regular review and will place any updates on our website.