

Privacy Policy and Cookies

LITTLE SHADOW Limited is the data controller (ICO registration number CSN0941714) for personal data about clients, prospective clients, job applicants and our current and former Associates, event/training attendees and newsletter subscribers. Our registered address is The Old Forge, East Street, Colchester, Essex, CO1 2TP.

We do not trade personal data for commercial purposes and will only disclose it if required by law, necessary to arrange your event/training attendance, or with your consent.

To contact us with a data protection query regarding the processing of your personal data, please use the email sayhello@littleshadow.co.uk.

Data collection

We only collect identifiable personal data or information that is specifically and voluntarily provided by a visitor to our website. We receive limited identifiable information, such as name, title, company address, email address, and telephone and fax numbers, from website visitors. Typically, identifying information is collected to:

- Register for certain areas of the site
- Enquire for further information
- Signing up to our newsletter
- Distribute requested reference materials

Visitors are also able to send email to us through the website. Their messages will contain the user's screen name and email address, as well as any additional information the user may wish to include in the message.

Details of our processing

We believe that all these purposes are justified on the basis of our legitimate interests in running and promoting the business, our contractual requirements to deliver the agreed services to you, and our legal obligations, the exception is for sending email marketing which we carry out on the basis of consent. If you would like to know more, please read below:

- Clients
- Prospective Clients
- Our Current and Former Associates
- E-Newsletter / Blogs / Social Media

Our website does not collect or compile personally identifying information for dissemination or sale to outside parties for consumer marketing purposes, or host mailings on behalf of third parties.

Clients

As a client, we will hold the following information about you:

- Name and contact information.
- Demographic information such as postcode.
- Information and documents relating to the service we are providing, including communications with you.
- Billing and payment information.

We use your Personal Data to meet our contractual requirements to support us in providing a data protection service to you. We also use your Personal Data as required by law, such as for tax purposes. We also use your information to invoice you, and to keep track of payments that you make.

We currently use third-party online tools:

- Xero to manage your billing and payment details. Xero uses servers that are based in the US, therefore personal information is transferred outside of the EEA. For more information please view Xero's privacy policy.
- Office 365, SharePoint & Excel to maintain contact details, project details and proposal details. Microsoft's uses servers that are based in the worldwide, therefore personal information is transferred outside of the EEA. For more information please view Microsoft's privacy policy.

Security

We have implemented generally accepted standards of technology and operational security in order to protect personally identifiable data and information from loss, misuse, alteration or destruction. In particular, we ensure that all appropriate confidentiality obligations and technical and organisational security measures are in place to prevent any unauthorised or unlawful disclosure or processing of such information and data and the accidental loss or destruction of or damage to such information and data. Only authorised personnel are provided access to personally identifiable information and these employees and Associates have agreed to ensure confidentiality of this information.

Access to information

If you would like to update any personal data you have submitted through this site, please email us at sayhello@littleshadow.co.uk.

When personally identifiable information is retained, we do not assume responsibility for verifying the ongoing accuracy of the content of personal information. When practically possible, if Little Shadow

is informed that any personal data collected through this website is no longer accurate, Little Shadow will make appropriate corrections based on the updated information provided by the authenticated visitor.

If you would like details of the information which you have submitted to us through this site, you have a right of access to such information and you may contact us via the following email address sayhello@littleshadow.co.uk.

Prospective Clients

As a prospective client, we will hold the following information about you:

- Your name and contact information.
- Information about your business activities.
- Information and documents relating to the service we are providing, including communications with you.

If you make an enquiry to us via email, phone or the contact us page on our website, we will use this information to follow-up on this enquiry to see if we can help you.

We currently use third-party online tools:

- Office 365, SharePoint & Excel to maintain contact details, project details and proposal details. Microsoft's uses servers that are based in the worldwide, therefore personal information is transferred outside of the EEA. For more information please view Microsoft's privacy policy.

We will retain information about you for the duration of the enquiry, then one year.

Prospective Candidates

As a prospective candidate (either for us or for our clients), we will hold the following information about you:

- Your name and contact information.
- Information and documents relating to the service we are providing to our clients, including communications with you.
- Information and documents provided by you to us, including CVs.

If you make an enquiry to us via email, phone or the contact us page on our website, we will use the following information to follow-up with you:

- Your name and contact information.

We currently use third-party online tools:

- Office 365, SharePoint & Excel to maintain contact details, project details and proposal details. Microsoft's uses servers that are based in the worldwide, therefore personal information is transferred outside of the EEA. For more information please view Microsoft's privacy policy.

We will retain information about you for the duration of the enquiry, and one year from the date of your initial enquiry.

Contractors

As a subcontractor, we will hold the following information about you:

- Your name, contact information.
- Proof of your qualifications.
- Bank details

All of the information you provide during the recruitment process will only be used for the purpose of progressing your application, or to fulfil legal or regulatory requirements if necessary.

We will not share any of the information you provide during the recruitment process with any third parties for marketing purposes. The information you provide will be held securely by us whether the information is in electronic or physical format.

We will use the contact details you provide to us to contact you to progress your application. We will use the other information you provide to assess your suitability for the role you have applied for.

We currently use third-party online tools:

- Xero to manage your billing and payment details. Xero uses servers that are based in the US, therefore personal information is transferred outside of the EEA. For more information please view Xero privacy policy.

We will retain information about you:

- If you are successful, the information you provide during the application process will be retained by us as part of your employee file for the duration of your employment plus 6 years following the end of your employment.
- If you are unsuccessful at any stage of the process, the information you have provided until that point will be retained for 6 months from the closure of the campaign.

Emailing us

We use Transport Layer Security (TLS) to encrypt and protect email traffic in line with government standards. If your email service does not support TLS, you should be aware that any emails we send or receive may not be protected in transit.

We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

Visitors to our Website

When you visit our website, we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to various parts of the website. The information is only processed in a way which does not identify anyone.

To opt-out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>.

Newsletters / Updates

From time to time we use a third-party service, Mailchimp.com, to publish our newsletter. For more information about how Mailchimp.com processes data, please see Mailchimp.com privacy notice. These sites are hosted at <http://www.littleshadow.co.uk/news/>, which is run by WordPress. We use a standard WordPress service to collect anonymous information about users' activity on the site, for example the number of users viewing pages on the site, to monitor and report on the effectiveness of the site and help us improve it. For more information about how WordPress.com processes data, please see WordPress.com privacy notice.

Unsubscribe

Should visitors subsequently choose to unsubscribe from mailing lists or any registrations, we will provide instructions, on the appropriate webpage or in communications to our visitors, or a visitor may contact by email to sayhello@littleshadow.co.uk.

Cookies

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site. Unless you have set your browser to block cookies, for a list of the cookies this site will place on your computer, please email us at sayhello@littleshadow.co.uk.

Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.aboutcookies.org or www.allaboutcookies.org.

Links to Other Websites

Our website may contain links to other websites of interest. Please note that after leaving our website we have no control over other websites. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Little Shadow is not responsible for the content of any external internet sites accessed by hypertext link from this website. These links are provided for information only and we accept no liability for any loss or damage that may result from accessing or using them.

Your Rights

As an individual whose personal data is processed by Little Shadow you have these rights

- The right to be informed, which is what this privacy policy is for.
- The right to access what data we hold about you.
- The right to object to direct marketing – either use the unsubscribe option or contact us directly.
- The right to object to processing carried out on the basis of legitimate interests.
- The right to erasure (in some circumstances).

- The right to data portability.
- The right to have your data rectified if it is inaccurate.
- The right to have your data restricted or blocked from processing.

If, at any time, you want to verify, update or amend your personal data please email sayhello@littleshadow.co.uk.

You also have the right to lodge a complaint about our processing with the UK's Information Commissioner's Office (hyperlink <https://ico.org.uk>).

Data retention

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

Details of retention periods for different aspects of your personal data are available in our retention policy which you can request from us by contacting us.

Privacy Policy Review

This Privacy Policy was last reviewed in April 2019 and will be reviewed from time to time.