

## 1. About this Policy

I respect your privacy and am committed to protecting your personal data.

- This policy explains when and why I collect personal information about my clients and partners, how I use it and how I keep it secure and your rights in relation to it.
- I may collect, use and store your personal data, as described in this Data Privacy Policy when you contact me to use my Services or work with me.
- I reserve the right to amend this Data Privacy Policy from time to time without prior notice. You are advised to check my website <https://www.debbiejacksoncole.co.uk> regularly for any amendments.
- I will always comply with the General Data Protection Regulation (GDPR) when dealing with your personal data. Further details on the GDPR can be found at the website for the Information Commissioner ([www.ico.gov.uk](http://www.ico.gov.uk)).
- For the purposes of the GDPR, Debbie Jackson-Cole is registered with the ICO and will be the “controller” of all personal data we hold about you. Debbie Jackson-Cole is the data controller for Facilitating for Change Limited which is also registered with the ICO.

This notice is version 2 and was last updated on 17 January 2023.

## 2. Who am I?

Debbie Jackson-Cole provides Language & Business Services that includes Facilitation, Interpretation, International Event & Conference Management, contact: [debbie@debbiejacksoncole.co.uk](mailto:debbie@debbiejacksoncole.co.uk).

## 3. What data do I collect?

I may collect the following personal and non-personal information from you when you contact me, use my Services or work with me:

- personal details which include the following contact information: your name, email addresses, telephone numbers;
- demographic information such as your region and areas of work
- bank details (only requested if I need to pay you a refund by BACS) otherwise not required; once the transaction has been completed the details are deleted;
- digital images of any already publicly shared webinar, videos and content.

I process personal information about:

- clients
- advisers, complainants, enquirers
- suppliers, partners

## 4. Reasons/purposes for processing information

My use of your personal data will always have a lawful basis and will only be processed to enable me to:

- provide Language & Business Services that includes Facilitation, Interpretation, International Event & Conference Management;
- provide team building and language workshops;
- maintain my own accounts and records.

## 5. Who the information may be shared with:

There is no need for me to share your personal details or contact details with others. Please note that when we work collaboratively your email address can be seen on googledocs and meeting invites as the software requires this for you to access it.

I will never share your data with a third party or external agencies. In the unlikely occasion that I should need to share your data with any other organisation, I would only do this with your prior consent.

## 6. How I protect your personal data

- I will not transfer your personal data outside the EU without your consent.
- I have implemented generally accepted standards of technology and operational security in order to protect personal data from loss, misuse, or unauthorised alteration or destruction.
- Please note however that where you are transmitting information to me over the internet this can never be guaranteed to be completely secure.
- For any payments which I take from you online we will use a recognised online secure payment system.
- I will notify you promptly in the event of any breach of your personal data which might expose you to serious risk.
- I will retain your personal data for as long as you are a user of my Services or we are working together.

## 7. Your rights under the GDPR

You have a number of rights in relation to your personal data:

- the right to be informed about our collection and use of your personal data;
- the right to get copies of the personal data we hold about you;
- the right to correct any inaccurate or incomplete personal data we hold about you;
- the right to get your personal data deleted;
- the right to have your personal data transferred to you in an accessible way (data portability);
- the right to object to direct marketing;
- the right to object to our use of your data in some circumstances;
- the right to limit how we use your personal data.

## 8. Access to & Removal of your details

You have the right to access a copy of any personal data I hold about you.

You have the right to withdraw your consent to us using your personal data or opt out of marketing communications from me at any time. Please contact [debbie@debbiejacksoncole.co.uk](mailto:debbie@debbiejacksoncole.co.uk) if you wish to do so.

## 9. Complaints

If you wish to make a complaint about our collection or use of your personal data, please contact me first and I will seek to resolve your complaint.

If we are unable to help, you also have the right to lodge a complaint with the UK's supervisory authority with whom we are registered, the Information Commissioner's Office (ICO). Please visit the ICO website <http://ico.org.uk> for further information about your rights and if you wish to lodge a complaint.