

Decisionsupportsolutions.co.uk Privacy Policy

At Decisionsupportsolutions.co.uk we are committed to protecting and respecting your privacy. We know you will have seen or been sent many such statements since the introduction GDPR legislation. Just to say, we were treating your data respectfully and responsibly before this new guidance. It is good that we can now set out in a more formal way the basis on which any personal data we collect from you will be processed by us.

Please do read the following carefully to understand our approach and ways of working regarding your personal data and how carefully we will treat it. For the purpose of the General Data Protection Regulation (GDPR) (EU) 2016/679, the data controller is Richard Hughes, Principal Consultant, Decision Support Solutions, Field House, 9 Brickwall Farm, Stisted, Essex CM77 8DB.

Information we may collect from you.

We may collect and process the following data about you:

As a business contact, we would only hold the data you provide or is publicly available in order to contact you individually or as part of our normal business promotion activities. This may include personalised notes as to how we made contact with you and brief details of your business profile, purely for internal business purposes.

We do on occasion subscribe to GDPR compliant marketing databases in which case we will always advise how we obtained your details and provide you with the opportunity to opt out of any further outbound marketing or simply to be 'forgotten'. We would hope our marketing is well targeted and appropriate so you would wish to stay in-touch but if you do opt out, we retain minimal personal information for our 'do not contact' records.

If we are lucky to have you as a client, we will hold records of any business transactions and again only the details we require to professionally service your business needs.

Details of your visits to our website including, but not limited to, traffic data, location data, weblogs and other communication data, and the resources that you access.

Where we store your personal data

To manage your data and our business communications we use a CRM system accessed via encrypted (password protected) devices.

We take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy. All information you provide to us is stored on our secure servers or cloud-based CRM system that we regularly check is GDPR compliant.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted by you to our website; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

How long do we retain your data?

How long we retain data is dependent on the source and use of this information.

Marketing database information will be retained for the duration allowed by the supplier of the data unless otherwise advised/requested. This is typically twelve months from initial use of the data.

Business contacts with whom we have a dialogue are retained unless otherwise requested to remove from our records or in the case that we have had no interaction for five years.

Client records relating to work completed will be retained for ten years to facilitate any legal or audit requirements.

Web-site Cookies

When you visit our website, we may collect information about your computer, including where available your IP address, operating system and browser type. This is statistical data about our users' browsing actions and patterns which does not identify any individual.

Our website uses cookies. A cookie is a small file of letters and numbers that we put on your computer if you agree. These cookies allow us to distinguish you from other users of our website, which helps us to provide you with a good experience when you browse our website and also allows us to improve our website. The cookies we use are "analytical" cookies. They allow us to recognise and count the number of visitors and to see how visitors move around the website when they are using it. This helps us to improve the way our website works, for example by ensuring that users are finding what they are looking for easily. We ask the internet subscriber to agree to our use of cookies. The cookies we use, and their purpose are listed below:

Cookie Purpose Information

We use Google Analytics to track visitors to our website to review your use of our website, such as which page you land on, what pages you look at and for how long. It also tells us your general geographical location. This cookie provides us with reports so that we can judge how well our website is doing & where our visitors come from. It helps us to manage & develop our website so that it is even more helpful and useful to you.

Google Analytics is an asynchronous tracking code – which should not slow down your visit to our website.

However, if you do have any problems please let us know by contacting us at richar@decisionsupportsolutions.co.uk.

Uses made of the information.

We use information held about you in the following ways:

To ensure that content on our website is presented in the most effective manner for you and for your computer.

To provide you with information, or services that you request from us, or which we feel may interest you, where you have consented to be contacted for such purposes.

To carry out our obligations under any contracts entered into between us.

To allow you to participate in interactive features on our website if you choose to do so.

To notify you about changes to our services.

If you are an existing client, we will only contact you by electronic means (e-mail or SMS) with information about our services, where these are similar to those previously provided to you. If you are new to us, we will contact you by electronic means only if you have consented to this. If you do not want us to use your data in this way, we always enable you to update your preferences when we contact you or of course you can simply e-mail us, and we will update your preferences accordingly.

Disclosure of your information

We may disclose your personal information to third parties:

In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.

If Decisionsupportsolutions.co.uk or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.

If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or terms and conditions of supply of our services; or to protect the rights, property, or safety of Decision Support Solutions, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Your rights

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes. Please note that we never disclose your information to any third party for marketing purposes unless you tell us we can. You can exercise your right to prevent processing for marketing purposes by checking certain boxes on the forms we use to collect your data. You can also exercise that right at any time by contacting us at richard@decisionsupportsolutions.co.uk.

Our website may, from time to time, contain links to and from the websites of our partners and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Access to information

GDPR gives you the right to access information held about you. Your right of access can be exercised in accordance with GDPR.

Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to richard@decisionsupportsolutions.co.uk.

Contacting Us

If you have any questions regarding this privacy policy, you may contact us using the information below.

Decision Support Solutions
Field House
9, Brickwall Farm
Stisted
Essex
CM77 8Db
richard@decisionsupportsolutions.co.uk

Tel +44 (0)7962087007

Alternatively, should you wish to register a complaint regarding our use of your data please contact the Information Commissioner's Office www.ico.org.uk.