

LD Elite Development Ltd Privacy Policy

Our contact details

Name: Lorna Dunning

Address:

Registered Office Address: Unit 7 The Watermark, Bankside, Gateshead, United Kingdom, NE11 9SY

Main Location: Southlands Cresswell Drive, Hartlepool TS26 0EQ

Phone Number: 07738850438

E-mail: lorna@lornadunning.co.uk

www.lornadunning.co.uk

Privacy Notice Completion Date: Jan 6th 2021

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics
 - Name
 - Address
 - Email Address
- When working with organisations we gather data gathering/fact-finding to understand the company requirements for their Individual and Team Development programmes and coaching such as:
 - Name, email addresses and Job Titles

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- So that we can email or send you required resources (training manuals, books, course material and exercises)
- When working with organisations, we will collect job titles which are used for understanding of a person's role and responsibility in an organisation.

We use the information that you have given us in order to:

- So that we can email or send you required resources (training manuals, books, course material and exercises)
- When working with organisations, we will collect job titles which are used for understanding of a person's role and responsibility in an organisation.
- Schedule workflow activity such as a reminder to contact you in relation to your training & coaching programme
- Schedule your payment schedule
- To send you contracts, invoices, questionnaires and other information you require to complete your training & coaching programme

We may share this information with employees of LD Elite Development for the purposes of administration and support.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting lorna@lornadunning.co.uk

(b) We have a contractual obligation.

(c) We have a legitimate interest.

How we store your personal information

Your information is securely stored in a Password Protected CRM Tool.

We keep names, addresses and email addresses for 24 months. We will then dispose your information by removing your entire profile, deleted it from our CRM System.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at lorna@lornadunning.co.uk, 07738850438.

Southlands Cresswell Drive, Hartlepool TS26 0EQ if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at

lorna@lornadunning.co.uk, 07738850438.

Southlands Cresswell Drive, Hartlepool TS26 0EQ if you wish to make a request.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>