

Woolway Lee and Partners Limited

Privacy Policy

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1 Seachanger

Our contact details

Name: Joanne Muggleston (Watson), TypeCoach Master Certified Professional, Pharmacist, FRPharmS.

Address: Gawen House Forder Saltash PL12 4QR

Phone Number: 0774777 8696

E-mail: jo@seachanger.co.uk

10th February 2025

The type of personal information we collect will depend on the service being provided to you:

The types of information we may have:

- Your name, title, company.
- Personality type
- Billing address, email address, phone number

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:

- To communicate with you.
- To arrange and provide one to one or group TypeCoach services.
- To follow up on services provided including feedback on service provision.

How we share your personal information:

Where applicable, we share information about you with:

- Partners providing services with us.
- Your employer has purchased access to TypeCoach

Gawen House Forder Saltash PL12 4QR

t: 01752 841441 e: darren@woolway-lee.co.uk www.woolway-lee.co.uk

- Your colleagues in group sessions unless you have specified not to.
- TypeCoach for the purpose of completing the profiling verifier tool.
- Law enforcement agencies, government bodies, regulatory organisations, courts or other public authorities if we have to, or are authorised to by law.

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

Your consent. You can remove your consent at any time. You can do this by contacting Joanne Mugleston on 0774777 8696 or email

jo@seachamger.co.uk

Data security:

We have put in place security measures to prevent personal information from being accidentally lost, used, altered, disclosed or accessed without authorisation. We also allow access to employees and business partners (including TypeCoach) that have a business need to do so.

Data retention:

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

Your legal 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 unless your request is particularly complex or you have a number of requests. We will notify you if we need longer than 1 month to process your request.

Please contact us at jo@seachanger.co.uk 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 jo@seachanger.co.uk

You can also complain to the ICO if you are unhappy with how we have used your data but we would appreciate you contacting us first so that we can endeavour to resolve it for you:

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

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Our contact details

Name: Darren Mugleston

Address: Gawen House Forder Saltash PL12 4QR

Phone Number: 01752 841441

E-mail: darren@woolway-lee.co.uk

18 September 2023

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, Email address, telephone number.
- Name of Mortgage lender
- Property address.
- Third party information, usually the name of the owner or occupier of a property for which we need to gain access.

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:

- To communicate with you.
- To arrange access to a property to carry out our work, either through an estate agent or directly with the seller/owner of the property.
- To send you your report on completion of our work.

We also receive personal information indirectly, from the following sources in the following scenarios:

- Sometimes estate agents may provide us information about you, with your permission.

We use the information that you have given us in order to communicate with you, and arrange access to a property to carry out our work.

We will not share the information.

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

Your consent. You are able to remove your consent at any time. You can do this by contacting Darren Mugleston on 01752 841441 or darren@woolway-lee.co.uk

We have a contractual obligation.

How we store your personal information

Your information is securely stored in an xl spreadsheet and our third party software called Fastfield.

Data is backed up to a cloud based secure storage, and copy is also backed up to a secure third party storage which is not connected to the live data source.

Email systems use two factor authentication.

Our computers have anti-virus software.

We use Surfshark virtual private network to ensure all wi-fi connections are secure.

We keep email addresses and telephone numbers for two months after completion of our work. We will then dispose your information by deleting the data from our spreadsheet and third party Fastfield software.

We keep reports containing names and address indefinitely for future assignment to you or a third party. We also keep signed terms and conditions for 6 years.

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 darren@woolway-lee.co.uk 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 darren@woolway-lee.co.uk

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>