

## PRIVACY POLICY

Mayvin Ltd is committed to ensuring the privacy and security of your personal information. Because of that, this policy sets out where and how we collect your personal information, as well as your rights over any personal information we hold about you, and how to make a complaint. This Privacy Policy has been updated on 14 May 2018 in compliance with the General Data Protection Regulation.

## OVERVIEW

In this Privacy Policy you will find the following information:

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## HOW WE USE YOUR INFORMATION

The information we collect will be used depending on which of the following activities you are a user:

### **Making an enquiry through the form on the website, email or phone**

If you use our website enquiry form, email or phone number to make a question about our services you can be sure we will only use it in order to process and answer your enquiry. We will collect your full name, company name, email, and phone number. In order to provide an efficient service and for our legitimate interest will save this information in our database for a period of four months, after which it will be deleted or destroyed.

### **Subscribing to our newsletters on the website**

If you have subscribed to receive our bi-monthly newsletter we will use your personal information to contact you with our newsletters which contain invitations to our events and occasional one-off emails about our special offers, development programs, and research projects. We will never sell or distribute your personal information to any third-parties, however, we will share this information with trusted external providers who support our marketing activities. If you no longer wish to receive our newsletter, you can withdraw your consent by contacting Claire Newell at [claire.newell@mayvin.co.uk](mailto:claire.newell@mayvin.co.uk)

### **Using our services**

If you have requested our services, we will hold your details in order to provide these services. We will only use these details to provide the service you have requested and send regular communication related to those services. The kind of personal information we hold will depend on the nature of each service or project, however,

if you provide information related to your physical, physiological, genetic, mental, economic, cultural or social identity we will request your consent to process it. For example, you might share such information as part of a piece of personal reflection in the context of developing your professional practice. We will retain your information for as long as you are receiving our services and for a period of four years after to comply with applicable law and our legitimate interest.

### **Applying for a job**

If you apply for one of our vacancies through our company email please read [our Recruitment Privacy Policy](#).

### **COOKIES INFORMATION**

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

### **Opting out of Cookies**

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

### **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. 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.

### **HOW WE SECURE YOUR INFORMATION**

We take security measures to protect your information including:

- Implementing access controls to our information technology, encryption of emails, firewalls, ID verification and logical segmentation and/ or physical separation of our systems and information;
- Anonymization or pseudonymisation of sensitive data.
- We also have Cyber Essentials certification. Cyber Essentials is a Government-backed, industry-supported scheme that help organisations protect themselves against common online threats.

## **YOUR RIGHTS**

### **Right to Access and Rectification**

You have the right to access the personal information that we hold about you in many circumstances. This is called a 'Subject Access Request'. If we agree that we are obliged to provide personal information to you (or someone else on your behalf), we will provide it to you or them free of charge.

Before providing personal information to you or another person on your behalf, we may ask for proof of identity and sufficient information about your interactions with us that we can locate your personal information.

If any of the personal information we hold about you is inaccurate or out of date, you may ask us to correct it.

### **Right to erasure**

You have the right to request us to delete or remove your personal data where there is no compelling reason for its continued processing, although, this can only be done under specific circumstances.

### **Right to restrict the processing**

You have the right to restrict the data processing, however, this can only be done under specific circumstances.

## **CONTACT US OR FILE A COMPLAINT**

If you would like to exercise these rights, please contact Martin Saville at [martin.saville@mayvin.co.uk](mailto:martin.saville@mayvin.co.uk).

If you are not happy with how we have managed your personal information you can lodge a complaint directly to the Information Commission Officer (ICO) at <https://ico.org.uk/global/contact-us/>