



Privacy Policy

Introduction

At Shaping Governance, trading as Insight to Impact Consulting, we are committed to protecting and respecting your rights. This policy outlines what data is collected from you and how it is used.

Information Collected

We collect the following information;

- Name
- Email address
- Organisation Name
- Phone Number
- Organisation Type

The information collected is provided by you when contacting us through our website, via social media links, by direct email enquiring about our services or by being an existing client.

How information is stored and used

Customer information is stored only in our Customer Relationship Management (CRM) System.

Marketing information will only be sent out to those customers who opted in during the initial enquiry or who are already or have been a customer.

Information is used only to;

- Provide further details of our services as requested, including proposals and bids.
- To provide access to our Membership Groups where relevant.
- To support the delivery of our services by our team of employees and associates

All information is stored securely with access restricted to the relevant Shaping Governance employees and associates where appropriate.

Lawful Basis

Under the UK General Data Protection Regulation (UK GDPR), Shaping Governance bases its data processing activities on two primary legal grounds:

1. Contractual Obligation: Our first legal basis stems from the necessity to use your data to fulfil our contractual obligations with you. This includes actions such as giving you access to member benefits, satisfying service orders, invoicing, and utilising essential third-party service providers.
2. Legitimate Interests: Our second legal basis relies on the principle of 'legitimate interests,' which involves a careful evaluation of data usage to ensure a balanced alignment with our interests. This encompasses activities such as marketing and business intelligence, specific sales functions, personalised content delivery, and engagement of third-party providers for non-essential functions.

Storing of information

We have taken steps to ensure your personal information is kept secure and cannot get lost, used without permission, changed or shared. Only employees and appropriate associates can access it once relevant permissions have been granted. All employees and associates have signed confidentiality agreements.

www.shapinggovernance.co.uk

su@shapinggovernance.co.uk
07900 245042

emma@shapinggovernance.co.uk
07956 327308



Should we suspect a data breach or any issues around the security of data, we have robust procedures in place to address this. If necessary we would advise you and the relevant authorities.

All our websites, including our CRM, are hosted on secure servers that use industry-standard encryption to protect your personal data.

Data Retention

Information linked to your account will be kept for the duration of your contract or until you unsubscribe from our marketing communications. At this point, some limited data may be kept for a period of time, in line with our data retention policy, details of which are available upon request. Our data is regularly reviewed to ensure records are still accurate and required. Data will also be deleted upon request.

Data Protection Rights

Under the Data Protection Law, your rights include the following:

Right of Access – You may ask us for copies of your personal information.

Right to rectification – You have the right to ask us to rectify information if you believe it to be inaccurate or incomplete.

Right to restriction of processing – You may ask us to restrict the processing of your information in certain circumstances.

Right to object to processing – You may object to the processing of your data in certain circumstances.

Right to data portability – You have the right to ask us to move the personal information you gave us to another organisation or to you in certain circumstances.

Exercising your right to any of the above will not result in any charge being made. Any requests received will be responded to within one calendar month of receipt.

If you would like to access your personal information or make a complaint regarding data use, you can contact Shaping Governance via;

Post:

The Data Protection Officer
Shaping Governance
Stapeley House, London Road, Nantwich, CW5 7JW

Email:

emma@shapinggovernance.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>

Signed: S Turner **Su Turner, CEO**

Date: January 24

www.shapinggovernance.co.uk

su@shapinggovernance.co.uk
07900 245042

emma@shapinggovernance.co.uk
07956 327308