

PRIVACY POLICY

At 3C Associates Ltd, we're committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our services (or enquiring about our services), or by visiting our website, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to info@3cperform.co.uk or by writing to 3C Associates Ltd, Office 8, Henley Enterprise Park, Greys Road, Henley on Thames, Oxfordshire, RG9 1UF. Alternatively, you can telephone 01491 411 544.

Who are we?

We are 3C Associates Ltd, specialists in Performance Management (consultancy and training). The registered address is 3C Associates Ltd, Office 8, Henley Enterprise Park, Greys Road, Henley on Thames, Oxfordshire, RG9 1UF. Company Registration No: 2325778. We work with associates who are bound by our Terms & Conditions which include agreeing to our Privacy Policy statements.

How do we collect information from you?

We obtain information about you either via relevant marketing events, our website or when you or someone from your organisation has contacted us about our products and services.

What type of information is collected from you?

The personal information we collect might include your name, address, email address, IP address, and information regarding which pages are accessed via marketing mailers or our website, and when. If you enquire about specific products or services we may retain this information too.

How is your information used?

We may use your information to:

- carry out our obligations arising before, during or after contracts entered into by you and us;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested and/or that may be of interest to you. These may include information about free webinars, events, invitations, useful insights relating to our products and services
- send you communications relating to work we will be carrying out for you, are carrying out for you, or have carried out for you – this may include names and relevant contact details of people from your organisation as needed to carry out our contract obligations for you;
- process a grant or job application;
- issue administrative communications (invoices, purchase orders, order details, contracts)

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

When contacting you either by phone, email or post, we are doing so because we believe that you have a legitimate interest in our Performance Management solutions, events and insights within your business. From our research, or from information that you have provided, we have identified you as being the appropriate representative to address within the organisation. We have deemed this to represent legitimate interest in line with the ICO's guidance.

Who has access to your information?

We will not share, sell or rent your information to third parties.

Third Party Service Providers working on our behalf: We may pass your information to our third party service providers, agents subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example to follow up on communications we have commenced with you and send you mailings). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties, other than those working on our behalf, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

We may transfer your personal information to a third party in the following situations: i) as part of a sale of some or all of our business and assets to any third party ii) as part of any business restructuring or reorganisation, iii) if we're under a duty to disclose or share your personal data in order to comply with any legal obligation, iv) to enforce or apply our terms of use, v) to protect the rights, property or safety of our employees, associates and customers. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

Your choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us about our free events, sharing of best practice, or our products and services, then you can select your choices by unsubscribing at any time, or by contacting us directly by email or phone.

How you can access and update your information

You have the right to ask for a copy of the information 3C Associates Ltd hold about you (we may charge for information requests to cover our costs in providing you with details of the information we hold about you).

The accuracy of your information is important to us. If you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: info@3cperform.co.uk or write to us at: 3C Associates Ltd, Office 8, Henley

Enterprise Park, Greys Road, Henley on Thames, Oxfordshire, RG9 1UF.
Alternatively, you can telephone 01491 411 544.

Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it's treated securely.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password which enables you to access certain parts of our websites (e.g. users of our Frequent Feedback platform), you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Profiling

We may analyse your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you. We may make use of additional information about you when it is available from external sources to help us do this effectively. We may also use your personal information to detect and reduce fraud and credit risk.

Use of 'cookies'

Like many other websites, our website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. This helps us to improve our website and deliver a better more personalised service.

It is possible to switch off cookies by setting your browser preferences. Turning cookies off may result in a loss of functionality when using our website.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

Review of this Policy

We keep this Policy under regular review. This Policy was last updated in June 2018.