

privacy policy

Proservartner is committed to protecting your privacy. This Statement of Privacy applies to the Proservartner website, client portals and associated tools and governs data collection and usage. By using our website and these tools you consent to the data practices described in this statement.

This is version 2 of this document and is valid as of: 27th May 2020

1. INTRODUCTION

This privacy notice provides you with details of how we collect and process your personal data through your use of our sites: <https://www.proservartner.co.uk/> and <https://proservartner.com/> as well as our client portals for those who have subscribed to these services.

Professional Services Partner Ltd is the data controller and we are responsible for your personal data (referred to as “we”, “us” or “our” in this privacy notice).

Contact Details:

Professional Services Partner Ltd

Email address: info@proservartner.com

Postal address: Proservartner, 52 Grosvenor Gardens, Victoria, London SW1W 0AU

Telephone number: +44 (0) 020 7993 6065

It is very important that the information and preferences we hold about you is accurate and up to date. Please let us know if at any time your personal information changes by emailing us at info@proservartner.com

2. WHAT DATA DO WE COLLECT ABOUT YOU, FOR WHAT PURPOSE AND ON WHAT GROUND WE PROCESS IT

We may process the following categories of personal data about you:

Communication Data that includes any communication that you send to us whether that be through the contact form on our website, through email, text, social media messaging, social media posting or any other communication that you send us. We process this data for the purposes of communicating with you, for record keeping and for the establishment, pursuance or defence of legal claims. Our lawful ground for this processing is our legitimate interests which in this case are to reply to communications sent to us, to keep records and to establish, pursue or defend legal claims.

privacy policy

Client Data that includes data relating to any purchases of services such as your name, title, billing address, delivery address email address, phone number, contact details, purchase details and your card details. We process this data to supply the services you have purchased and to keep records of such transactions. Our lawful ground for this processing is the performance of a contract between you and us and/or taking steps at your request to enter into such a contract.

User Data that includes data about how you use our website and any online services together with any data that you post for publication on our website or through other online services. We process this data to operate our website and ensure relevant content is provided to you, to ensure the security of our website, to maintain back-ups of our website and/or databases and to enable publication and administration of our website, other online services and business. Our lawful ground for this processing is our legitimate interests which in this case are to enable us to properly administer our website and our business.

Technical Data that includes data about your use of our website and online services such as your IP address, your login data, details about your browser, length of visit to pages on our website, page views and navigation paths, details about the number of times you use our website, time zone settings and other technology on the devices you use to access our website. The source of this data is from our analytics tracking system. We process this data to analyse your use of our website and other online services, to administer and protect our business and website, to deliver relevant website content and advertisements to you and to understand the effectiveness of our advertising. Our lawful ground for this processing is our legitimate interests which in this case are to enable us to properly administer our website and our business and to grow our business and to decide our marketing strategy.

Marketing Data that includes data about your preferences in receiving marketing from us and our third parties and your communication preferences. We process this data to deliver relevant communications and website content and advertisements to you and measure or understand the effectiveness of this advertising. Our lawful ground for this processing is our legitimate interests which in this case are to study how customers use our products/services, to develop them, to grow our business and to decide our marketing strategy.

We may use Customer Data, User Data, Technical Data and Marketing Data to deliver relevant communications and website content and advertisements to you (including Facebook adverts or other display advertisements) and to measure or understand the effectiveness of the advertising we serve you. Our lawful ground for this processing is legitimate interests which is to grow our business. We may also use such data to send other marketing communications to you. Our lawful ground for this processing is either consent or legitimate interests. (namely to grow our business).

We may collect data about you by you providing the data directly to us (for example by filling in forms on our site or by sending us emails, at conferences or face to face meetings or over the phone, or LinkedIn via direct messaging). We may automatically collect certain data from you as you use our website by using cookies and similar technologies. Please see our cookie policy for more details about this.

privacy policy

3. THIRD PARTY WEBSITES

There may be links from the Site to other websites. This privacy policy only applies to this site and not to any other website including any website linked from any part of the site. Accessing those third party websites or sources requires you to leave the site. We do not control those third party websites or any of the content they contain and you expressly acknowledge and agree that we are in no way responsible or liable for any of those third party websites, including, without limitation, the content, policies, failures, promotions, products, services or actions of those websites and/or any damages, losses, failures or problems caused by, related to or arising from those website. We encourage you to review all policies, rules, terms and regulations, including the privacy policies, of each website that you visit.

4. THIRD PARTY USAGE

We never disclose any of your information to Third Parties or other businesses without your express permission. We may however disclose your personal information if, in our opinion, disclosure is required by law. This could be for example:

- Service providers who provide IT and system administration services.
- Professional advisers including lawyers, bankers, auditors and insurers
- Government bodies that require us to report processing activities.
- Third parties to whom we sell, transfer, or merge parts of our business or our assets.

We require all third parties to whom we transfer your data to respect the security of your personal data and to treat it in accordance with the law. We only allow such third parties to process your personal data for specified purposes and in accordance with our instructions.

Where third parties access Proservartner's tools; for example our video interview facility, your information is not processed by Proservartner but by that party. If you have requests relating to those services, we encourage you to seek out that company and not ourselves.

5. DATA SECURITY

We have put in place basic security measures to prevent your personal data from being accidentally lost, used, altered, disclosed, or accessed without authorisation. We are looking to improve these.

We also allow access to your personal data only to those employees and partners who have a business need to know such data. They will only process your personal data on our instructions and they must keep it confidential.

privacy policy

6. DATA RETENTION

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

When deciding what the correct time is to keep the data for we look at its amount, nature and sensitivity, potential risk of harm from unauthorised use or disclosure, the processing purposes, if these can be achieved by other means and legal requirements.

For tax purposes the law requires us to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they stop being customers.

In some circumstances we may anonymise your personal data for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

7. YOUR LEGAL RIGHTS

Under data protection laws you have rights in relation to your personal data that include the right to request access, correction, erasure, restriction, transfer, to object to processing, to portability of data and (where the lawful ground of processing is consent) to withdraw consent.

If you wish to exercise any of the rights set out above, please email us at info@proservartner.com

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive or refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you.