

The Speakers' Toolkit - Privacy Policy

The Speakers' Toolkit understands that your privacy is important to you and that you care about how your personal data is used. Please read this privacy policy carefully as it contains important information on who we are and how and why we collect, store, use and share your personal information. It also explains your rights in relation to your personal information and how to contact us or supervisory authorities in the event you have a complaint.

Definitions and Interpretation

In this Policy the following terms shall have the following meanings:

- “Account”** means an account required to access and/or use certain areas and features of Our site and services;
- “Cookie”** means a small text file placed on your computer or device by Our site when you visit certain parts of Our site and/or when you use certain features of Our site. Details of the Cookies used by Our site are set out in Our Cookie Policy.
- “Online Service Platform”** means two-way live stream audio and/ or video technology including, but not limited to, Zoom, GoToMeeting, Skype for Business (part of Microsoft Teams), and WebEx
- “We/Us/Our”** means Jane Quinn at The Speakers' Toolkit

1. Information About Me

I Jane Quinn, am the Data Protection Officer and can be contacted by email info@thespeakerstoolkit.com or by telephone on 07702 943 447.

2. What Does This Policy Cover?

This Privacy Policy applies only to your use of Our site and services. Our site and services may contain links to other websites. Please note that We have no control over how your data is collected, stored, or used by other websites and services and We advise you to check the privacy policies of any such websites and services before providing any data to them.

3. What Is Personal Data?

- 3.1 Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the “GDPR”) and the Data Protection Act 2018 (collectively, “the Data Protection Legislation”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’.
- 3.2 Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact

details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

4. What Are My Rights?

4.1 Under the Data Protection Legislation, you have the following rights, which We will always work to uphold:

4.1.1 The right to be informed about Our collection and use of your personal data. This Privacy Policy should tell you everything you need to know, but you can always contact Us to find out more or to ask any questions using the details in Part 18.

4.1.2 The right to access the personal data We hold about you. Part 17 will tell you how to do this.

4.1.3 The right to have your personal data rectified if any of your personal data held by Us is inaccurate or incomplete. Please contact Us using the details in Part 18 to find out more.

4.1.4 The right to be forgotten, i.e. the right to ask Us to delete or otherwise dispose of any of your personal data that We hold. Please contact Us using the details in Part 18 to find out more.

4.1.5 The right to restrict (i.e. prevent) the processing of your personal data.

4.1.6 The right to object to Us using your personal data for a particular purpose or purposes.

4.1.7 The right to withdraw consent. This means that, if We are relying on your consent as the legal basis for using your personal data, you are free to withdraw that consent at any time.

4.1.8 The right to data portability. This means that, if you have provided personal data to Us directly, We are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask Us for a copy of that personal data to re-use with another service or business in many cases.

4.1.9 Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

4.2 For more information about Our use of your personal data or exercising your rights as outlined above, please contact Us using the details provided in Part 18.

4.3 It is important that your personal data is kept accurate and up-to-date. If any of the personal data We hold about you changes, please keep Us informed as long as We have that data.

- 4.4 Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.
- 4.5 If you have any cause for complaint about Our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office. We would welcome the opportunity to resolve your concerns ourselves, however, so please contact Us first, using the details in Part 18.

5. What Data Do You Collect and How?

Depending upon your use of Our services, We may collect and hold some or all of the personal and non-personal data i.e. titles, names, addresses, dates of birth, gender, telephone numbers, email addresses, preferences, feedback, job information, and audio and/or video recordings etc. We collect most of this personal information from you directly – in person, by telephone, email and/ or Our site. However, we may also collect information directly from a third party e.g.: Calendly; Eventbrite; and, Zoom.

We do not collect any 'special category' or 'sensitive' personal data or personal data relating to children or data relating to criminal convictions or offences.

6. The right to be informed

We will only use and disclose information that We hold about you in the normal course of providing quotations; arranging for Our services to be delivered and subsequently administering changes that you may require. We may carry out various checks for reasons that include:

- 6.1 Identity checks.
- 6.2 Sanction checks.
- 6.3 Information exchanges with the Police.
- 6.4 Working with fraud prevention agencies, industry databases and registers.
- 6.5 Obtaining information from other public and private sources and credit searches with credit reference agencies (these may appear on your credit report whether or not Our services are used).
- 6.6 In some circumstances we may anonymise your data for the purpose of developing new products and services for Our clients.

7. How Do You Use My Personal Data?

- 7.1 Under the Data Protection Legislation, We must always have a lawful basis for using personal data. The legal bases which We can rely on include consent, contract, legal obligation and legitimate interests. We record your personal data for the purpose of providing you with a service, for the performance of Our contract with you or to take steps at your request before entering into a contract. The personal data is used to create and manage your account, to communicate with you about your sessions, and to provide the sessions whether in person or remotely via an Online Service Delivery Platform.

- 7.2 Where permitted by law, We may also use your personal data for marketing purposes, which may include contacting you by email and / or telephone and / or text message and / or post with information, news, and offers on Our services including remote sessions using an Online Service Platform. Where consent is needed, We will ask for this consent separately and clearly. If you have given your consent and changed your mind, you can contact Us using the details provided in Part 18. You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with Our obligations under the Data Protection Legislation and the Privacy and Electronic Communications (EC Directive) Regulations 2003.
- 7.3 We will only use your personal data for the purpose(s) for which it was originally collected unless We reasonably believe that another purpose is compatible with that or those original purpose(s) and need to use your personal data for that purpose. If We do use your personal data in this way and you wish Us to explain how the new purpose is compatible with the original, please contact Us using the details provided in Part 18.
- 7.4 If We need to use your personal data for a purpose that is unrelated to, or incompatible with, the purpose(s) for which it was originally collected We will inform you and explain the legal basis which allows Us to do so.
- 7.5 In some circumstances, where permitted or required by law, We may process your personal data without your knowledge or consent. This will only be done within the bounds of the Data Protection Legislation and your legal rights.

8. The right not to be subject to automated decision-making including profiling

The Speaker's Toolkit will not use your data in this way.

9. The right to data portability

We will supply your data to other persons or organisations at your request. This will be provided within 14 days of any request and will be supplied in an electronic medium to the email address that you specify. We will do our best to accommodate requests in whatever format you require but can only do so within the limitations of Our own systems.

10. The right to restrict processing

- 10.1 We will only use your data for the provision of Our services. We will not sell your data or pass it on to any other persons. It could be that We anonymise your data for the purpose of developing new products and services.
- 10.2 It may be that there are certain companies that you do not wish to share your details with; any such request will be noted and actioned.
- 10.3 If you wish to restrict the use of your data We will act in accordance with your wishes, however, We may not be able to assist you without your full details and consent.

11. How Long Will You Keep My Personal Data?

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. We will retain your details for at least 5 years.

12. The right to erasure

We will ensure that We erase your contact data from all of Our systems if requested as long as this does not conflict with the law or Our obligations under regulation. Generally, We will retain your records for five years before placing them into a secure electronic archive.

13. How and Where Do You Store or Transfer My Personal Data?

13.1 We will only store or transfer your personal data within the UK. This means that it will be fully protected under the Data Protection Legislation.

13.2 The security of your personal data is essential to Us, and to protect your data, We take a number of important measures, including the following:

13.2.1 limiting access to your personal data to those agents, contractors, and other third parties with a legitimate need to know and ensuring that they are subject to duties of confidentiality;

13.2.2 procedures for dealing with data breaches (the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, your personal data) including notifying you and/or the Information Commissioner's Office where We are legally required to do so.

14. Do You Share My Personal Data?

14.1 We will not share any of your personal data with any third parties for any purposes, subject to the following exceptions.

14.2 If We sell, transfer, or merge parts of Our business or assets, your personal data may be transferred to a third party. Any new owner of Our business may continue to use your personal data in the same way(s) that We have used it, as specified in this Privacy Policy.

14.3 In some limited circumstances, We may be legally required to share certain personal data, which might include yours, if We are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

15. How Can I Control My Personal Data?

15.1 In addition to your rights under the Data Protection Legislation, set out in Part 4, when you submit personal data to Us, you may be given options to restrict Our use of your personal data. In particular, We aim to give you strong controls on Our use of your data for direct marketing purposes.

- 15.2 You may also wish to sign up to one or more of the preference services operating in the UK: The Telephone Preference Service (“the TPS”), the Corporate Telephone Preference Service (“the CTPS”), and the Mailing Preference Service (“the MPS”). These may help to prevent you receiving unsolicited marketing. Please note, however, that these services will not prevent you from receiving marketing communications that you have consented to receiving.
- 15.3 We will not contact you in respect of other services that We offer, offers, news etc unless We have obtained your consent to do so. You can stop this consent at any time by giving Us notice. We will not disclose any information to any other parties without your consent unless it is in the public interest to do so, or if We have to by law. You are free to withdraw your consent to use your data at any time though this may prevent Us from providing you with Our services.

16. Can I Withhold Information?

- 16.1 You may access certain areas of Our site without providing any personal data at all. However, to use all features and functions available on Our site you may be required to submit or allow for the collection of certain data.
- 16.2 You may restrict Our use of Cookies. For more information, see Our Cookie Policy.

17. How Can I Access My Personal Data?

- 17.1 If you want to know what personal data We have about you, you can ask Us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a “subject access request”.
- 17.2 All subject access requests should be made in writing and sent to the email shown in Part 18. There is not normally any charge for a subject access request. If your request is ‘manifestly unfounded or excessive’ (for example, if you make repetitive requests) a fee may be charged to cover Our administrative costs in responding.
- 17.3 We will respond to your subject access request within 30 days of receiving it. Normally, We aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date We receive your request. You will be kept fully informed of Our progress.

18. How Do I Contact You?

- 18.1 To contact Us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details for the attention of Jane Quinn:

Email address: info@thespeakerstoolkit.com.

Telephone number: 07702 943 447.

- 18.2 Notwithstanding our own investigations you also have the right to take an objection to the Information Commissioners Office. This can be done through:

The Information Commissioner's Office website <https://ico.org.uk/>

The ICO website has functionality for a live web chat if this is easier

Calling the Information Commissioner's Office helpline on 0303 123 1113

19. Changes to this Privacy Policy

- 19.1 We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if We change Our business in a way that affects personal data protection.
- 19.2 Any changes will be immediately posted on Our site and you will be deemed to have accepted the terms of the Privacy Policy on your first use of Our site and services following the alterations. We recommend that you check this page regularly to keep up-to-date. This Privacy Policy was last updated on September 2020.