

Isabel Vogel Ltd. Privacy Notice

Our contact details

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What type of information we have

We currently collect and process the following information:

- Enquiries and feedback.
- Personal identifiers, contacts and characteristics (for example, name, email and other contact details).
- Opinions and answers to research questions.

How we get the information and why we have it

Most of the personal information we process is provided to us directly by you via the form on the website and/or by email for one of the following reasons:

- Making enquiries about the company's consultancy and research services.
- Requesting a quote for consultancy and research services.
- Providing feedback or comments.
- To participate in a research study.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(b) We have a contractual obligation, or are completing pre-contract activities, such as providing a quote.

(e) We need it to perform a public task, such as a consultancy on behalf of public sector clients.

(f) We have a legitimate interest, such as research for non-public sector clients that has a public benefit, and where we have ensured that processing of your information meets

research standards and consent protocols (i.e. informed consent and anonymised data), and has a very limited impact on your privacy.

What we do with the information we have

We use the information that you have given us in order to deliver our services and complete related tasks. Purely for the purposes of delivering services, we may share your information with trusted third-party service providers, agents, subcontractors. We will always tell you when we do this. In these cases, we will only share the minimum information necessary to complete tasks and deliver the services, and we have a contract in place that requires them to keep your information secure, not use it for any other purpose and dispose of it as required by this policy.

We will never sell or share your information to third parties for marketing purposes.

How we store your information

Your information is securely stored on servers provided to the company by Fasthosts Ltd. We keep your information for five years, unless we are in an active contractual relationship with you, in which case it may be longer. We will then dispose of your information by deleting it permanently from our servers.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@isabelvogel.co.uk if you wish to make a request.

How to complain

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