



Privacy Policy 2025

The Collett Consultancy is committed to protecting the privacy of all our clients, partners and users. This policy extends our commitment to ensure that the data we collect and process for the services we offer are subject to adequate protection and in respect of our users' privacy.

This policy sets out how we collect, store and use information about individuals and organisations. We commit to an annual review of this policy against new technologies, business practices and the changing needs of everyone we deal with. We are registered under and process data in accordance with the Data Protection Act 1988 and the General Data Protection Regulations.

Information Commissioner's Office reference: **ZB688305**

Data Collection

We collect and process client, partner and user [hereafter 'Partners'] data through:

- Sign-ups to email newsletters
- Surveys for research purposes
- Visits to our website
- Contact through phone, email or in person, when contact details may be stored

The data collected falls into two different sets:

1. Personally-Identifiable Information: email addresses, click stream data (tracking visitor activity to a website), for example.
2. Sensitive Data: confidential data, survey data, interview notes, CVs etc

Sensitive data receives additional protection.

Use of Personal Data

The Collett Consultancy only collects Personally-Identifiable Information and Sensitive Data when there is a legitimate business need to do so, or when such information is made available to us through Partners' consent.

Partners are informed as to why Personally-Identifiable Information data is being collected and how we intend to use it, typically to assess eligibility for research surveys.

Any data collected is stored on a secure computer for three years after the close of a project, unless contractually obliged to keep it for longer. All personal data is deleted after one month of project closure.

Transfer and Data Sharing

Where there is a legitimate need to do so, we may pass your information to associates and sub-contractors of the Collett Consultancy for the purposes of project fulfilment. All associates and subcontractors are required to adhere to this policy, and the terms of the Data Protection Act 1988 and the General Data Protection Regulations.



Personally-Identifiable Information is never shared unless the Partner has authorised us to do so, or where we are obliged to by law.

We do not sell personal data in any form, including mailing lists. All personal data gathered is strictly for internal use.

Security and Data Protection

Appropriate safeguards for the security, integrity and privacy of all Personally-Identifiable Information are maintained. Additional safeguards are employed in regards to Sensitive Data.

Sensitive Data is not disclosed to any third party. Should the Collett Consultancy be working with project associates and sub-contractors, the chance to opt-out of data sharing within that project network is offered.

It should be noted that the Internet is not a secure environment and we cannot guarantee the absolute security of any information sent to us.

External Links

Where appropriate, we may provide links to external websites and resources owned and operated by third parties. This Policy does not cover those external sources. The Collett Consultancy cannot be held responsible for the privacy policy or content of any external source.

Access Review and Correction

Partners' may request details of their personal data held by us. We take all reasonable measures to ensure that this data is correct and have internal procedures that allow for Partners reviewing and correcting their information, should there be any errors. Partners are required to verify their identity before a request can be fulfilled.

Requests can be made by emailing tonia@collettconsultancy.co.uk, or by writing to Tonia Collett, The Collett Consultancy, 3 The Lane, Worcester, WR1 1AE.

Policy Implementation

Tonia Collett t/a The Collett Consultancy will oversee the implementation of, and compliance with, this Policy and any supporting procedures. This includes:

- Having data processing agreements with all clients and contractors
- Following the Information Commissioner's Office code of practice

Questions or comments about this policy should be referred to Tonia Collett. Complaints about the handling of data should also be addressed to Tonia Collett in the first instance.

Review Date: 7th May 2026