

Privacy Policy

Last Updated: Friday 13th September 2024

1. Introduction

Welcome to Elevate & Excel. We value your privacy and are committed to safeguarding your personal data. This Privacy Policy outlines how we collect, use, and protect your information when you visit our website (<http://www.joshuabrown-smith.co.uk>) and use our services.

2. Data Controller

Elevate & Excel is the data controller responsible for your personal data under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. You can contact us at:

Elevate & Excel

info@joshuabrown-smith.co.uk

3. Information We Collect

We may collect and process the following types of personal data:

- Personal Identification Information: Such as your name, email address, phone number, and other contact details.
- Technical Data: Including IP address, browser type and version, operating system, and other technical details related to your visit.
- Usage Data: Information about how you interact with our website, products, and services.

- Marketing and Communication Data: Your preferences for receiving marketing and communication from us.

4. How We Use Your Data

We use your personal data for the following purposes:

- To provide and manage our services**: Including customer support and communication.
- To improve our website and services: By analysing usage patterns and feedback.
- To send promotional materials: If you have opted in to receive marketing communications from us.
- To comply with legal obligations: Such as fulfilling legal and regulatory requirements.

5. Legal Basis for Processing

Under the UK GDPR, we process personal data based on the following legal grounds:

- Consent: Where you have given us explicit consent to process your data.
- Contract: To fulfil our contract with you or to take steps at your request before entering into a contract.
- Legal Obligation: To comply with legal or regulatory requirements.
- Legitimate Interests: To pursue our legitimate business interests, provided these do not override your rights and freedoms.

6. Data Sharing and Disclosure

We do not sell or rent your personal data. However, we may share your data with:

- Service Providers: Third parties who perform services on our behalf, such as IT support, payment processing, and marketing.
- Legal Authorities: If required by law or to respond to a legal request.

7. International Data Transfers

If we transfer your personal data outside the UK, we ensure that appropriate safeguards are in place to protect your data in accordance with applicable data protection laws.

8. Data Security

We implement robust security measures to protect your personal data from unauthorized access, loss, or destruction. However, no method of transmission over the internet or electronic storage is completely secure.

9. Your Rights

Under the UK GDPR, you have the following rights regarding your personal data:

- Right to Access: Request a copy of the personal data we hold about you.
- Right to Rectification: Request correction of inaccurate or incomplete data.
- Right to Erasure: Request deletion of your data in certain circumstances.
- Right to Restrict Processing: Request restriction of processing your data in specific situations.
- Right to Data Portability: Request transfer of your data to another organization or directly to you.
- Right to Object: Object to processing of your data based on legitimate interests or direct marketing.

To exercise these rights, please contact us using the details provided above.

10. Cookies

Our website uses cookies to enhance your browsing experience. For more information about how we use cookies and how you can manage them, please see our [Cookie Policy](#).

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. Any updates will be posted on this page with the revised date.

12. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at info@joshuabrown-smith.co.uk.