

PRIVACY POLICY

Privacy Notice Inner Circle Consulting

This privacy notice tells you what to expect when we, Inner Circle Consulting, collect personal information from you.

Visitors to our websites

When you visit www.innercircleconsulting.co.uk we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is processed anonymously. We do not make any attempt to identify visitors. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

Use of cookies

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration. This is statistical data about our users' browsing actions and patterns and does not identify any individual. We may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our Site and to deliver a better and more personalised service. You may refuse to accept cookies by activating the setting on your browser. However, if you select this setting you may be unable to access certain parts of our Site.

Security and performance

We use a third-party service to help maintain the security and performance of our website. To deliver this service it processes the IP addresses of visitors to our website.

Website

We use a third-party service to publish our website. We use a standard service to collect anonymous information about users' activity on the site, for example the number of users viewing pages on the site, to monitor and report on the effectiveness of the site and help us improve it.

If you email us

We monitor any emails sent to us, including file attachments, for viruses or malicious software.

If you use our 'Contact Us' form

If you use the 'Contact Us' form via our website, we will receive an email with your name, email address, company name, phone number and the additional details field. This information will not be shared with any other organisations.

If you use our services

We offer various services relating to public sector and place transformation.

We hold the details of those that have requested our services in order to provide them. We only use these details to provide the service to the person or organisation that has requested it or for other closely related purposes.

The data controller of your personal information is Inner Circle Consulting, where this is not processed on behalf of a client.

Your personal information will be retained where we have an ongoing legitimate business need to do so (for example, to provide you or our clients with a service or to comply with applicable legal, tax or accounting requirements).

Only Inner Circle Consulting employees and associates will have access to the information we hold, and it will only ever be used to provide the service you require. Our laptops are password protected and any paper files kept in a safe place or safely destroyed.

Complaints or queries

We try to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage you to bring it to our attention if you think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

Access to Personal information

We try to be as open as we can be in terms of giving you access to your personal information. You can find out if we hold any personal information by asking us. If we do hold information about you, we will:

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

If we do hold information about you, you can ask us to correct any mistakes by, once again, contacting us.

Disclosure of personal information

In many circumstances we will not disclose personal data without consent, unless legally obliged to do so or as part of contractual obligations with our customers (where you are a party to the agreement or service).

We may disclose your personal information to:

party where we believe disclosure is necessary (i) as a matter of applicable law or regulation, (ii) to exercise, establish or defend our legal rights, or (iii) to protect your vital interests or those of any other person;

Legal basis for processing personal information

Our legal basis for collecting and using the personal information described above will depend on the personal information concerned and the specific context in which we collect it. However, we will normally collect personal information from you only where we have your consent to do so, where we need the personal information to perform a service with/involving you, or where the processing is in our legitimate interests and not overridden by your data protection interests or fundamental rights and freedoms. In some cases, we may also have a legal obligation to collect personal information from you or may otherwise need the personal information to protect your vital interests or those of another person.

If we ask you to provide personal information to comply with a legal requirement, we will make this clear at the time and advise you whether the provision of your personal information is mandatory or not (as well as of the possible consequences if you do not provide your personal information).

Similarly, if we collect and use your personal information in reliance on our legitimate interests (or those of any third party), we will make it clear to you at the time what those legitimate interests are.

Changes to this privacy notice

This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of our collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below.

We keep our privacy notice under regular review. This privacy notice was last updated in May 2024.

How to contact us

If you want to request information about our privacy policy, you can contact us at:
Inner Circle Consulting Ltd. (company registration number **06799707**)
3 9 Bell Yard Mews, London SE1 3UY