



PRIVACY POLICY

Written By: Emerald Standard Consultants Limited

Version 4.0

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PRIVACY POLICY

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1. INTRODUCTION

1.1: Emerald Standard Consultants Limited ("ESC", "we", "our", or "us") is committed to protecting and respecting your privacy.

1.2: This Privacy Policy explains how we collect, use, store, and protect personal information in accordance with:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Other applicable privacy and data protection legislation

1.3: This policy applies to individuals who engage with ESC, including:

- Clients
- Business owners
- Stakeholders
- Funding applicants
- Associates and subcontractors
- Website users
- Individuals who contact us

2. WHO WE ARE

2.1: Data Controller

Emerald Standard Consultants Limited

Address: 49 Jamacia Street, Liverpool, L1 0AH

Email: hello@emeraldstandardconsultants.co.uk

Telephone: 07703 345302

For any privacy-related queries, please contact us using the details above.

3. INFORMATION WE COLLECT

3.1: We may collect and process the following personal information:

Contact Information

- Name
- Business name
- Job title

- Postal address
- Email address
- Telephone number

Professional Information

- Business information
- Employment details
- Professional qualifications
- Funding application information

Project Information

- Meeting notes
- Survey responses
- Consultation responses
- Project participation records
- Business diagnostic information

Technical Information

Where a website is used, this may include:

- IP address
- Browser type
- Device information
- Website usage information

4. HOW WE COLLECT INFORMATION

4.1: Information may be collected through:

- Direct contact with individuals
- Email correspondence
- Telephone conversations
- Meetings and events
- Consultancy projects
- Business engagement activities
- Surveys and questionnaires

- Grant funding programmes
- Website enquiries

5. WHY WE USE PERSONAL INFORMATION

5.1: ESC may process personal information for the following purposes:

- Delivering consultancy services
- Business engagement and support activities
- Stakeholder engagement
- Grant funding support
- Project administration
- Contract management
- Communication and relationship management
- Legal and regulatory compliance
- Responding to enquiries

5.2: We will only process personal information where there is a lawful basis to do so.

6. LAWFUL BASES FOR PROCESSING

6.1: ESC may rely upon one or more of the following lawful bases:

Consent

Where an individual has provided consent.

Contract

Where processing is necessary to fulfil contractual obligations.

Legal Obligation

Where processing is required by law.

Legitimate Interests

Where processing is necessary for legitimate business purposes and does not override an individual's rights and freedoms.

7. INFORMATION SHARING

7.1: ESC may share information where necessary with:

- Clients
- Local authorities
- Funding bodies
- Professional advisers
- Associates and subcontractors
- Technology service providers

7.2: Information will only be shared where there is a legitimate reason, and appropriate safeguards are in place.

7.3: ESC does not sell personal information.

8. ASSOCIATES AND SUBCONTRACTORS

8.1: Where associates or subcontractors support service delivery, they may have access to information necessary for project delivery.

8.: ESC ensures that appropriate confidentiality and data processing arrangements are in place with any associate or subcontractor handling personal information.

9. DATA SECURITY

9.1: ESC takes reasonable and proportionate measures to protect personal information.

9.2: These measures may include:

- Password-protected devices
- Secure cloud-based systems
- Access controls
- Multi-factor authentication where available
- Information security procedures
- Confidentiality agreements

9.3: Whilst every effort is made to protect information, no method of transmission or storage can be guaranteed as completely secure.

10. DATA RETENTION

10.1: Personal information will only be retained for as long as necessary to fulfil the purposes for which it was collected.

10.2: Retention periods are determined by:

- Legal obligations
- Contractual requirements
- Funding requirements
- Business needs

10.3: Further details can be found within ESC's Records Retention & Disposal Policy.

11. YOUR RIGHTS

11.1: Under UK GDPR, individuals may have the right to:

- Access their personal information
- Request correction of inaccurate information
- Request deletion of personal information
- Restrict processing
- Object to processing
- Request transfer of information where applicable
- Withdraw consent where consent is relied upon

11.2: Requests should be submitted using the contact details provided within this policy.

12. COMPLAINTS

12.1: If you have concerns regarding how ESC handles personal information, please contact us in the first instance.

12.2: Individuals also have the right to lodge a complaint with:

[Information Commissioner's Office \(ICO\)](#)

12.3: The ICO is the UK's independent authority responsible for data protection and privacy regulation.

13. INTERNATIONAL TRANSFERS

13.1: ESC does not routinely transfer personal information outside the United Kingdom.

13.2: Where international transfers become necessary, appropriate safeguards will be implemented in accordance with UK GDPR requirements.

14. WEBSITE COOKIES

14.1: ESC operates a website; therefore, cookies may be used to improve user experience and understand website usage.

14.2: Where applicable, users will be provided with information regarding cookie usage and consent options.

15. CHANGES TO THIS PRIVACY POLICY

15.1: ESC may update this Privacy Policy from time to time to reflect changes in:

- Legal requirements
- Business operations
- Technology systems
- Regulatory guidance

15.2: The latest version will always be available upon request and, where applicable, published on the company website.

16. MONITORING AND REVIEW

16.1: This Privacy Policy will be reviewed annually or sooner where:

- Legislation changes
- Business activities change
- New services are introduced
- Regulatory guidance changes

16.2: The Director of Emerald Standard Consultants Limited is responsible for reviewing and maintaining this policy.