Serena.Consulting Privacy Policy

**Company contact details:**

Name: Serena Palmer

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Website: serena.consulting

E-mail: [talent@serena.consulting](mailto:talent@serena.consulting)

**The type of personal information I collect:**

We currently collect and process the following information:

* Personal identifiers, contacts and characteristics (for example, name, job title and contact details)
* Employee data, EDI identification, company financial data, employee location data

**How I get the personal information and why I have it:**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

* Correspondence and booking appointments.
* Analysis of employee data for the purpose of creating a talent strategy.
* analysis of employee data for the purpose of troubleshooting existing company People Plans, HR strategies, Talent strategies.

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

**(a) Your consent. You can remove your consent at any time. You can do this by contacting** [talent@serena.consulting](mailto:talent@serena.consulting)

**(b) We have a contractual obligation.**

**(c) We have a legitimate interest.**

**How I store your personal information**

Your information is securely stored.

I keep name, contact details, company information and data, contract, email correspondence for the duration of your contract and 12 months following. I will then dispose your information by deleting all data from my database and email records.

**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 personal 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 personal information in certain circumstances.

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

**Your right to data portability** - You have the right to ask that we transfer the personal 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 [talent@serena.consulting](mailto:talent@serena.consulting) or call +447939423986 if you wish to make a request.

**How to complain**

If you have any concerns about my use of your personal information, you can make a complaint to [talent@serena.consulting](mailto:talent@serena.consulting)

You can also complain to the ICO if you are unhappy with how I 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

ICO website: <https://www.ico.org.uk>