



The Improvement Alliance
Change for the better



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The Improvement Alliance Privacy Policy

Date of Policy: 3rd May 2024

Our Contact Details

Name: The Improvement Alliance

Address: 6 Corunna Court, Corunna Road, Warwick, United Kingdom, CV34 5HQ

Email: enquiries@theimprovementalliance.co.uk

Website: theimprovementalliance.co.uk

The type of personal information we collect

When you visit the website we may collect the following data:

- Your name
- Your email address
- Your IP address
- Data profile regarding your online behaviour on our website

How we get your personal information and why we have it

Most of the personal information we process is provided to us directly through submitting an enquiry from our website.

We use the information that you have given us in order to:

- Respond to your enquiry
- Track website traffic

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

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting enquiries@theimprovementalliance.co.uk
- (b) We have a contractual obligation.
- (c) We have a legal obligation.
- (d) We have a vital interest.
- (e) We need it to perform a public task.
- (f) We have a legitimate interest.



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How we store your personal information

Your information is securely stored with password protected accounts. Unless a longer retention period is required or permitted by law, we will only hold your data on our systems for the period necessary to fulfil the purposes outlined in the Privacy Policy or until you request that the data be deleted.

Any changes to this privacy policy will be announced on the website.

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 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 enquiries@theimprovementalliance.co.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information you can make a complaint to us at The Improvement Alliance Ltd, 6 Corunna Court, Corunna Road, Warwick, United Kingdom, CV34 5HQ

You can also complain to the ICO if you are unhappy with how we have used your data. The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF



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Helpline number: 0303 123 1113
ICO website: <https://www.ico.org.uk>



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