



Hemsley Ltd Privacy Policy

This Privacy Policy contains important information on the personal information we collect about you, what we do with your information, and who your information might be shared with. We will not disclose your information to anyone, other than as set out in this Privacy Notice and any applicable terms and conditions.

The Hemsley Ltd Privacy Policy is divided into the following sections:

- Who we are
- Delegates' information
- Information about members of the public including parties
- Information about professionals, and associates
- Our legal basis for processing your personal information
- Further information—the personal information we collect, when and how we use it
- Whether information must be provided by you, and if so why
- Holding and sharing information
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- Asking us to change your preferences and delete data
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Who we are.

Hemsley Ltd is a company registered in England and Wales at 8 Flavian Close, Middlewich, Cheshire, CW109RE. We offer the following services.

- a dispute resolution service for Workplace Mediation, for individuals and teams on a short- or long-term basis.
- training and development
- career management including the facilitation of candidate moves within the legal sector.



We collect, use and are responsible for certain personal information about you. When we do so we are regulated under the General Data Protection Regulation which applies across the United Kingdom, and we are responsible as 'controller' of that personal information for the purposes of those laws.

Delegates' information If you are a Hemsley Ltd delegate we may collect and use information about you to facilitate current and future training.

We will process data information about delegates to:

- provide services, deal with any of your transactions, maintain our own accounts and records, meet compliance obligations, collect any money you owe us;
- manage our relationship with you including any marketing you agree to; Information about members of the public including parties. From time to time, members of the public send information to us about their personal circumstances, including through the contact form on our website. Sometimes this is personal data or sensitive personal data. Hemsley Ltd will process information about members of the public:
- manage our relationship with the person who has contacted us;
- provide services, deal with any of your transactions, maintain our own accounts and records meet compliance obligations and collect any money owed to us.

Our website and services are not intended for use by children, and we do not knowingly collect or use personal information relating to children.

Information about other professionals and associates

Hemsley Ltd will hold information about professionals and associates. Hemsley Ltd will process, information about professionals and associates in a way that is necessary to manage the agreed relationship with that individual.

Our legal basis for processing your personal information.

When we use your personal information, we are required to have a legal basis for doing so. There are various legal bases on which we may rely, depending on what personal information we process and why.

The legal bases we may rely on include:

- consent: where you have given us clear consent for us to process your personal information for a specific purpose;
- contract: where our use of your personal information is necessary for a contract we have with you, or because you have asked us to take specific steps before entering into a contract;
- legal obligation: where our use of your personal information is necessary for us to comply with the law (not including contractual obligations);
- legitimate interests: where our use of your personal information is necessary for our legitimate interests or the legitimate interests of a third party (unless there is a good reason to protect your personal information which overrides our legitimate interests).
- Legitimate interest: where use of your personal information is necessary for business-to-business marketing purposes relating to decision makers and budgets in small, medium and large organisations in the UK. Our third party provider, Electric Marketing, who has been carefully chosen based on it's privacy policy <https://www.electricmarketing.co.uk/privacy>



gathers personal information from publicly available sources and directly from the Companies concerned. Data is collected solely for the purpose of compiling a database of business contacts to be used by Hemsley Ltd for business-to business marketing. The data collected is limited to names of senior managers and directors, their job titles, company address, company landline telephone numbers and corporate email addresses. Hemsley Ltd may also gather information on you from publicly available sources such as company websites and social media e.g., LinkedIn.

Further information – the personal information we collect, when and how we use it.

When you make enquiries with Hemsley Ltd training, mediation and career management services we will ask for the following;

- Title
- Forename
- Surname
- Postal address (where required);
- Postcode (where required);
- Telephone number;
- Email address;
- Training history (where required);
- Education details (where required);
- Qualification details (where required)
- Employment details (where required)

We ask for this for the following reasons:

- to communicate with you about your training;
- to communicate with you about your mediation case;
- to communicate relevant information to you regarding training or your mediation case
- to communicate with you about your career aspirations, opportunities, provide advice and updates.

We rely on legitimate interests as the lawful basis for collecting and using your personal information. Our legitimate interests are being able to process and maintain the progress of your mediation case, your training and/or activity linked to supporting your career including recruitment opportunities and advice.

Where you have consented to us using your personal information for marketing purposes, our legal basis of processing for this use of your personal information is consent. You may withdraw your consent at any time by contacting us.

When you submit a complaint to us, we will ask for the following information;

- Name;
- Telephone number;
- Email address;
- Details of your complaint;
- Any other information you provide to us.



We ask for this for the following reasons:

- to process and deal with your complaint;
- to communicate with you about your complaint.

We rely on legitimate interests as the lawful basis for collecting and using your personal information.

Our legitimate interests are being able to process and deal with your complaint. Where you provide us with sensitive personal information as part of your complaint or the complaint process, the lawful basis of us using this information is consent. You may withdraw this consent at any time. Withdrawing consent may have an impact on Hemsley Ltds' ability to investigate and consider the complaint.

When you register for one of our events, we will ask for the following information;

- Name;
- Position;
- Telephone number;
- Email address;
- Dietary requirements.

We ask for this for the following reasons:

- to process your registration for the event;
- to enable you to enjoy and get the most from the event;
- to communicate with you about the event.

We rely on legitimate interests as the lawful basis for collecting and using your personal information. Our legitimate interests are being able to organise the event effectively and to enable you to attend the event. Where you have consented to us using your personal information for marketing purposes, our legal basis of processing for this use of your personal information is consent. You may withdraw your consent at any time by contacting us.

When we work with other professionals and associates we will ask for the following information:

- Name;
- Position;
- Telephone number;
- Email address;
- Business address/Home address (where required);
- Qualifications (where applicable)
- Employment History (where required)
- Any other information you provide to us.

We ask for this for the following reasons:

- to enable us to work with you;
- to enable you to carry out your work for us;
- to ensure all potential conflicts of interest are declared;

We rely on legitimate interests as the lawful basis for collecting and using your personal information. Our legitimate interests are being able to work with you effectively as a professional or associate.



Where you have consented to us using your personal information for marketing purposes, our legal basis of processing for this use of your personal information is consent. You may withdraw your consent at any time by contacting us.

Where you provide us with sensitive personal information, as part of your declaration of interests the lawful basis of us using this information is consent. You may withdraw this consent at any time. This may have an impact on the voluntary work you can do.

We will use your information for business-to-business marketing and/or networking purposes.

Our legitimate interests are being able to market services to you for the purpose of business-to-business marketing and/or networking. Our legal basis of processing for this use of your personal information is legitimate business services that are relevant to the professional role of the data.

Whether information must be provided by you, and if so why.

We require you to provide personal information to enable us to process your application for training or to progress your mediation case. Where personal information is required in other instances, we will inform you at the point of collecting information from you, whether you are required to provide the information to us.

Holding and sharing information

When we use information for the purposes set out above, we may transfer and disclose it to:

- persons acting on our behalf, including contractors or associates who deliver or enable us to carry out, the above tasks who will hold, process, transfer and disclose it in accordance with our data protection procedures.
- service providers of our electronic systems Popcorn T/A Alkaline Solutions Ltd [popcorn Privacy Policy | popcorn CRM](#)
- Network Information Service (NIS) LinkedIn [LinkedIn Privacy Policy](#)
- employees of Hemsley Ltd which is limited to Directors only
- others if obliged to by law.

When we use information for the purposes set out above, we or others acting on our behalf may store the information held electronically in accordance with our data protection procedures.

Where you are using our website, we may link to other websites owned and operated by third parties. These other third-party websites may also gather information about you in accordance with their own separate privacy policies. For privacy information relating to these other third-party websites, please consult their privacy policies as appropriate. These third parties include;

YouTube [YouTube Privacy Policy](#)

How long we keep information for

We keep all information for delegates up to 6 years after the relationship with the person who is the subject of the data has ceased except information relating to complaints or disciplinary matters including sanctions for as long as is relevant. We keep all information relating to parties for as long as the case is live. All paper is shredded and any information that is securely stored electronically is deleted at the end of the case. A record that a mediation has taken place, in terms of the date, type of



dispute and whether settlement was reached is kept for professional necessity, but this information is anonymised.

Accessing and correcting your information.

You can make a written request for a copy of certain personal records we hold about you. In most cases we will not charge a fee; where we do charge a fee, this will be in line with the guidance set out by the Information Commissioners' Office (ICO) and based on the administrative costs incurred in dealing with the request. We will comply with such a request within a calendar month (with limited exceptions as per the ICO's guidance), and when provided, the data will be in an open, common format.

If the data we hold is incorrect or incomplete, you can ask for this to be rectified at any time by e-mailing hello@hemsley.ltd

Asking us to change your preferences and delete data.

You should tell us if you no longer wish to receive marketing information.

Registration with the ICO

Hemsley Ltd is a registered data controller and the contact is Robert Hemsley: **ICO registration number is ZA833987**

In the case of a breach

If a personal data breach occurs, we will record this and consider the likelihood and severity of the resulting risk to your rights and freedoms. If it's likely that there will be a risk then we will tell you & Information Commissioner's Office (ICO) within 72 hours:

- the nature of the data concerned, approximately how many people are affected and the consequences of this for them; and
- what measures we have taken or plan to take in response.

GDPR - Your rights

Under the General Data Protection Regulation you have a number of important rights free of charge. In summary, those include rights to:

- access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address;
- require us to correct any mistakes in your information which we hold;
- require the erasure of personal information concerning you in certain situations;
- receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations;
- object at any time to processing of personal information concerning you for direct marketing;
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you;



- object in certain other situations to our continued processing of your personal information; and
- otherwise restrict our processing of your personal information in certain circumstances. For further information on each of those rights, including the circumstances in which they apply, see the Guidance from the UK Information Commissioner's Office (ICO) on individuals' rights under the General Data Protection Regulation

If you would like to exercise any of those rights, please:

- email, call or write to us,
- let us have enough information to identify you,
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
- let us know the information to which your request relates.

Changes to the Hemsley Ltds' privacy policy

Hemsley Ltd may change its privacy policy from time to time relevant parties will be informed of any changes.

How to contact us

Please contact us, if you have any questions about this privacy Policy or the information we hold about you. If you wish to contact us, please send an email to hello@hemsley.ltd, 8 Flavian Close, Middlewich Cheshire CW10 9RE