

## Experimentus Ltd customer privacy notice

**This privacy notice tells you what to expect us to do with your personal information.**

Our contact details

Post: 12 Melcombe Place, London, NW1 6JJ, United Kingdom

Telephone: 0207 871 2300

Email: [martin.adcock@experimentus.com](mailto:martin.adcock@experimentus.com)

### What information we collect, use, and why

We collect or use the following information to provide consultancy services and training courses:

- Names and contact details
- Addresses
- Purchase or account history
- Payment details (including card or bank information for transfers and direct debits)
- Health and safety information
- Account information
- Website user information (including user journeys and cookie tracking)
- Records of meetings and decisions
- Any other data as agreed with the client in advance and deleted when agreed based on the assignment

We collect or use the following information for the operation of customer accounts and guarantees:

- Names and contact details
- Addresses
- Payment details (including card or bank information for transfers and direct debits)
- Purchase history
- Account information, including registration details
- Marketing preferences

We collect or use the following information for service updates or marketing purposes:

- Names and contact details
- Addresses
- Marketing preferences
- Location data
- Purchase or viewing history
- Website and app user journey information
- Records of consent, where appropriate

We collect or use the following information to comply with legal requirements:

- Name
- Contact information
- Financial transaction information



- Criminal offence data (including Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)
- Health and safety information

### **Lawful bases**

Our lawful bases for collecting or using personal information to provide services and goods are:

- Consent
- Contract
- Legal obligation
- Legitimate interest:
  - We use limited personal information to ensure we can communicate and deliver appropriate consultancy services to our clients. Many times it is just name, organisation, email address.

Our lawful bases for collecting or using personal information for the operation of customer accounts and guarantees are:

- Consent
- Contract
- Legal obligation
- Legitimate interest:
  - In order to engage with our clients we need contact details for the main contacts and also procurement/account managers within the organisation.

Our lawful bases for collecting or using personal information for service updates or marketing purposes are:

- Consent
- Contract
- Legal obligation
- Legitimate interest:
  - If people wish to use our services and solutions we do need basic contact information from them in order to provide the information/services from us.

Our lawful bases for collecting or using personal information for legal requirements are:

- Consent
- Contract
- Legal obligation
- Legitimate interest:
  - If people wish to use our services and solutions we do need basic contact information from them in order to provide the information/services from us.

### **Where we get personal information from**

- People directly

### **How long we keep information**



- Data is only kept for the purposes it was provided in our Finance systems and our prospect/client contact CRM. Any redundant contacts are typically reviewed and deleted on a six monthly basis.

### **Who we share information with**

Others we share personal information with

- Organisations we're legally obliged to share personal information with
- Publicly on our website, social media or other marketing and information media (where appropriate and agreed with the client)

### **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 data.
- Your right to rectification - You have the right to ask us to rectify personal data 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 data in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal data in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.
- Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

### **How to complain**

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

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



Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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