

Privacy Notice

Data Controller

SUMAC Mentoring Limited (**we/us**) is a company registered in Scotland under company registration number SC590981 and having its registered office address at New Technology Centre, North Haugh, St. Andrews, United Kingdom, KY16 9SR.

Definitions

Candidate Data	Work history, experience, qualifications, job title, information about disabilities and health conditions if provided, all in relation to candidates for employment
Controller	The person or organisation which determines the purposes and means of the processing of Personal Data
Contact Data	Names, addresses, email addresses, telephone numbers, facsimile numbers, job title, organisation, excluding Customer Data
Customer Data	Personal Data which is created using, or uploaded into, our technology solutions provided for our customers' use, excluding for the avoidance of doubt Personal Data held in our support ticketing systems
Data Subject	The individual who is identified by or identifiable from Personal Data
GDPR	The General Data Protection Regulation (2016/679), which is available at: https://eur-lex.europa.eu/legal-content/EN/ALL/?uri=CELEX%3A32016R0679
Incident Data	Personal Data (including Contact Data) relating to injuries occurring at our premises involving visitors
Processor	A person or organisation which processes Personal Data on behalf of the Controller
Services Data	Personal Data we process relating to the purchase, sale and delivery of products and services, excluding Customer Data
Special Categories of Personal Data	Personal Data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation
Marketing Data	Records of marketing preferences and requests not to process Personal Data for marketing purposes
Personal Data	Any information relating to an identified or identifiable natural person
Website Data	Online identifiers (such as IP addresses) and other analytical data

About this document

This Privacy Notice:

- Takes effect from July 2020
- Is directed to all individuals whose Personal Data we process as Controller other than our officers, employees, workers and volunteers (but it does apply to candidates for any of these roles)
- Applies to Personal Data collected by whatever means including without limit through our websites
- Does not apply to Customer Data. We process Customer Data as Processor on behalf of our customers in accordance with the terms of our relevant subscription agreement
- Sets out information about how we collect Personal Data, the categories of Personal Data we collect, the purpose for which we process Personal Data, the legal basis for processing, our

legitimate interests in processing, how we share Personal Data and the rights of Data Subjects whose Personal Data we process

- May be updated from time to time. The latest version is published at <https://sumacmentoring.co.uk/resources/documents>. Please check this page for the latest version of our Privacy Notice

On occasion we may also provide more detailed processing information to a Data Subject in a separate privacy notice. Where we do so, that information will prevail over the information in this document to the extent there is any conflict.

How we collect Personal Data

We collect Personal Data as Controller in the following main ways:

- When receiving referrals of business
- Through website contact forms and direct emails from people making enquiries with us
- When communicating with customers and suppliers (and their representatives) by telephone, in person or by email
- When viewing or downloading information available in the public domain
- Automatically using cookies on our website
- During recruitment processes and when taking up external references

Categories of Data Subject

We process Personal Data in relation to the following categories of Data Subject:

- Representatives of customers and prospective customers
- Business contacts
- Candidates for employment
- Suppliers and representatives of our suppliers
- Authorised users of our software-as-a-service products
- Visitors to our website
- Visitors to our premises
- Delegates at events we organise

Types of Personal Data we Process as Controller

We process the following main categories of Personal Data as Controller:

- Candidate Data
- Contact Data
- Incident Data
- Services Data

- Marketing Data

We process the following Special Categories of Personal Data:

- Incident Data
- Special Categories of Personal Data included in Candidate Data

None of the Personal Data to which this Privacy Notice applies includes Personal Data relating to criminal convictions.

We collect Website Data which may be considered to be Personal Data. We do not use this information to identify individuals, e.g. by combining it with other identifiers such as names or email address and do not use the information to build profiles.

Purpose of processing

We process or may process Personal Data as Controller for the following purposes:

Purpose	Categories of Personal Data affected
To provide technology products and services to our customers	Contact Data, Services Data
To improve our products and services	Contact Data, Services Data
To solicit and receive services	Contact Data, Services Data
Administrative purposes, including record keeping, complaints management, service renewals	Contact Data, Services Data
To defend against legal claims which may be made against us or our officers, employees or workers	All Personal Data we process as Controller
To comply with legal obligations	All Personal Data we process as Controller
To enforce our legal rights	All Personal Data we process as Controller (other than Special Categories of Personal Data)
Relationship management and direct marketing purposes	Contact Data (excluding contact data for authorised users of our services who are not involved in purchasing), Marketing Data
To ensure the continuity of our business following a reorganisation or transfer to a successor	All Personal Data we process as Controller
To introduce customers and contacts to providers of services we do not offer	Contact Data
To keep a record of your request not to receive marketing information from us	Contact Data, Marketing Data
To assess a Candidate's suitability for a position within our business	Contact Data, Candidate Data

We may from time to time use Google Analytics to collect Website Data at our website where we have obtained consent to the setting of the relevant cookies. This involves the transfer of Website Data to Google as a data processor. Under the terms of service of Google Analytics, we are required to draw your attention to the document 'How Google uses data when you use our partners' sites or apps' which is available at the following link:

<https://policies.google.com/technologies/partner-sites>

We will only use your Personal Data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us using the contact information at the end of this document.

If we need to use your Personal Data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Lawful basis for processing

We only process Personal Data where we have a lawful basis for doing so.

Personal Data other than Special Categories of Personal Data

We will process Personal Data where processing is necessary for compliance with a legal obligation.

We rely or also rely upon our legitimate interests in processing as set out below.

Legitimate interest	Categories of Personal Data affected
Providing technology products and services to our customers	Contact Data, Services Data
Improving our products and services	Contact Data, Services Data
Soliciting and receiving services	Contact Data, Services Data
Carrying out administrative tasks, including record keeping, complaints management, service renewals	Contact Data, Services Data
Defending against legal claims which may be made against us or our officers, employees or workers	All Personal Data we process as Controller
Enforcing our legal rights	All Personal Data we process as Controller (other than Special Categories of Personal Data)
Relationship management and direct marketing purposes	Contact Data (excluding contact data for authorised users of our services who are not involved in purchasing), Marketing Data
Ensuring the continuity of our business following a reorganisation or transfer to a successor	All Personal Data we process as Controller (other than Special Categories of Personal Data)
Introducing customers and contacts to providers of services we do not offer	Contact Data
Keeping a record of any request not to receive marketing information from us	Contact Data, Marketing Data
Recruitment	Contact Data, Candidate Data

We process Website Data on the grounds of our legitimate interest in monitoring the effectiveness of our websites.

Special Categories of Personal Data

We will process Special Categories of Personal Data and Personal Data on the lawful bases set out below:

Lawful basis	Personal Data affected
Processing is necessary to comply with obligations arising under social security law; processing is necessary for our legitimate interest in defending legal claims which may be made against us or our officers, employees or workers	Incident Data
Processing is necessary to comply with obligations arising under employment law; processing is necessary for our legitimate interest in defending legal claims which may be	Special Categories of Personal Data included within Candidate Data

made against us or our officers, employees or workers	
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Retention periods

We will retain your Personal Data only for as long as is necessary to achieve the purposes (or any compatible purposes) for which it is processed unless you have asked us to retain the Personal Data for a longer period. The retention period applying to Personal Data will depend upon the applicable legal and regulatory requirements, which may change over time, and also upon events occurring after the time of collection, such as the occurrence of a legal claim or the exercise of a data subject right (such as the right to request that we do not use your Personal Data for marketing purposes).

Automated Decision making

Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention. We do not envisage that any decisions will be taken about you using solely automated means. We will notify you in writing if this position changes.

Transfers outside of the European Economic Area (EEA)

We transfer or may transfer Personal Data outwith the EEA where this is necessary for the performance of our services, is part of our secure business processes or if the Personal Data is Website Technical Data, where any of the following apply:

- The transfer is made to a country which has been determined by the European Commission to provide appropriate safeguards for the rights of Data Subjects
- The transfer is made to a company or group of companies which have implemented 'binding corporate rules' approved by the relevant regulator
- The transfer is made on the basis of standard contractual clauses approved by the European Commission
- The transfer is lawful on any other basis provided for under the GDPR

Recipients of Personal Data

We transfer or may transfer Personal Data to the following recipients:

Recipient or category of recipient	Categories of Personal Data affected
Our group companies (meaning all companies under our control, whether directly or indirectly)	All of the Personal Data we process as Controller (excluding Special Categories of Personal Data)
Our officers and employees	All Personal Data we process as Controller
Our customers	Contact Data, Services Data
Providers of services to us, including providers of outsourced services, insurance brokers, insurers, accountants, auditors, lawyers and other professional advisers	All Personal Data we process as Controller
Providers of independent quality assurance and certification marks	All Personal Data as Controller (excluding Special Categories of Personal Data)
A customer's other suppliers	Contact Data, Services Data
Courts and tribunals	All Personal Data we process as Controller
Business contacts	Contact Data
Law Enforcement Agencies	All Personal Data we process as Controller
Awards bodies	Contact Data, Services Data provided that permission has been given by the customer

Media organisations and/or the public	Contact Data (limited to name, job title and organisation), Services Data provided that permission has been given by the customer
Successors in title to our business(es)	All Personal Data we process as Controller (other than Special Categories of Personal Data)

Your legal rights

You have the right to:

Request access to your Personal Data (commonly known as a "data subject access request"). This enables you to receive a copy of the Personal Data we hold about you and to check that we are lawfully processing it.

Request correction of the Personal Data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

Request erasure of your Personal Data. This enables you to ask us to delete or remove Personal Data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your Personal Data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your Personal Data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

Object to processing of your Personal Data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your Personal Data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

Request restriction of processing of your Personal Data. This enables you to ask us to suspend the processing of your Personal Data in the following scenarios: (a) if you want us to establish the data's accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

Request the transfer of your Personal Data to you or to a third party. We will provide to you, or a third party you have chosen, your Personal Data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

Withdraw consent at any time where we are relying on consent to process your Personal Data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

Complain to the supervisory authority in connection with our processing of your Personal Data. You can exercise this right by contacting the Information Commissioner's Office at <https://ico.org.uk/>.

Security

We have put in place appropriate security measures to prevent your Personal Data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your Personal Data to those employees, agents, contractors and other third parties who have a business need to know.

Our websites may contain links to other websites of interest. However, once you have used one of these links to leave our website, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this Privacy Notice. You should exercise caution and look at the privacy notice applicable to the website in question.

Contact us

If you have any questions about our processing of Personal Data or would like to exercise one of your legal rights, please contact us at support@sumacmentoring.co.uk.

Guidance on data protection law is available from the Information Commissioner's Office at <https://ico.org.uk/>.