

Introduction

Onwards Upwards Limited has created this privacy policy to ensure that we meet legal and regulatory requirements regarding the collection of contacts' personal data.

This privacy policy explains what data we collect, why we collect it, who we share it with and how we protect it. We also detail how you can complain to us or the supervisory authority.

What personal information do we collect?

The personal information we collect is what you have provided to us:

- Name
- Email address
- Phone number

We will also collect business information, but this is not covered by a personal privacy policy.

How do we use your information?

We will use this information to manage our business relationship with you. We will not sell your information to third parties and we will not transfer this data outside of the European Economic Area. The information we hold about you will only be used for the above purposes and will be retained no longer than three years.

Who do we share your information with?

We will only share the data listed above in the following circumstances:

- Where criminal activity is suspected, we may share this information with law enforcement agencies upon their request. This excludes private investigators and we will not disclose personal data in this instance.
- We share the data listed above with our website provider.

How do we protect your information?

We use a range of techniques to protect personal data, these are, but are not limited to:

- Secure policies and procedures
- Robust and up to date anti-malware programs
- Secure data disposal

What are your rights?

We observe and comply with your rights by ensuring that you can have access, upon request, to any of the data we hold about you. You have other rights regarding your personal data that you may exercise including:

- You may object or restrict our handling of your data and to restrict direct marketing
- You may have access to your data and have it delivered to you in a portable, readable and useable format

- You may have your data corrected or updated at any time if you believe the data we hold is incorrect
- You may have your data erased from our systems when we have no legal reason for retaining it

If you wish to exercise these rights, please contact our Information Security Officer (ISO) who will respond to you within 30 days.

Who should you contact?

Please email our ISO, Lucinda Sharp, on lucinda@onwardsupwards.co.uk.

If you wish to make a complaint about the way we handle your data, please write to the Information Commissioners Office at Wycliffe House, Wilmslow, Cheshire, SK9 5AF. Or telephone on 0303 123 1113.

Or you can report a breach, a concern or even just request more information using the ICO online: <https://ico.org.uk/global/contact-us/>.