

## **The Privacy Policy of The Olive Consultancy Ltd**

This privacy policy sets out how The Olive Consultancy Ltd (Olive) uses and protects any information that you give us at Olive when you use our website.

Olive is committed to ensuring that your privacy is protected. When using this website, if we ask you to provide any information by which you can be identified, then you can be assured that it will only be used in accordance with this Privacy Policy.

Olive may change this policy from time to time by updating this page. You should check this page from periodically to ensure that you are happy with any changes. This policy is effective from 13<sup>th</sup> November 2009.

### **About the information that we might collect**

Depending on how we are trying to help you, we might ask you to provide the following:

- Your name and job title
- Your company details
- Your contact information including your email address, telephone and fax number(s)
- Relevant demographic information such as your postcode, preferences and interests (only in so far as you provide them and they are relevant to your enquiry and/or what we are offering)
- Other information relevant to customer surveys and/or offers in which you express an interest

NB we only receive personal information that you knowingly enter on our web pages. In other words, this is information that you have agreed to provide. We do not gather any other personal data.

### **What we do with the information we gather**

We require this information to understand your needs and provide you with a better service, for the following reasons:

- Internal record keeping
- We may use the information to improve our products and services
- If you have provided an email address we may periodically send you promotional emails and newsletters that we think you will find interesting or informative
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail

Under no circumstances, unless required to by law or with your permission, will we sell or otherwise share or release any of the personal or corporate data that we hold. It is highly unlikely that we would seek this permission unless we thought it to your advantage to do so.

### **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

### **How we use cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie provides feedback to us on how you use our site. This helps our web pages to load faster on your computer and enables us to improve the way that our site works. In addition, cookies allow our web applications to respond to you as an individual. For instance, when

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completing a form on a web page, the cookie can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

Web traffic data is only used for statistical analysis purposes and then the data is removed from the system.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. However, this may prevent you from taking full advantage of the website.

## Links to other websites

Our website may contain links to other third party websites of interest. However, once you have used these links to leave our site, 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 third party sites and such sites are not governed by this Privacy Policy. You should exercise caution and look at the Privacy Policy applicable to the website in question.

## Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by us for marketing purposes
- if you have previously agreed to us using your personal information for our marketing purposes, you may change your mind at any time by writing to or emailing us at [info@consultolive.com](mailto:info@consultolive.com)

The Data Protection Act 1998 entitles you to request from us details of the personal information which we hold about you. A small administration fee would be payable. If you would like a copy of the information held on you please email [info@consultolive.com](mailto:info@consultolive.com).

If you believe that any information we are holding on you is incorrect or incomplete, please email us at the above address as soon as possible,. We will amend promptly or delete any information found to be incorrect.

Olive communicates its Privacy Policy to all stakeholders through the Olive website ([www.consultolive.com](http://www.consultolive.com)). Our Privacy Policy also forms part of all contracts with our clients.



Signed by Charles Burt, Managing Director: 13th November 2009