

Your privacy

At Helen Timbrell Ltd the trust and confidence of visitors to our web site, clients, partners and suppliers is important. We don't sell, rent or trade mailing lists with other companies or business for marketing purposes.

Collection and Use of Personal Information

You can visit our website without giving us any personal information i.e. any information that may be used to identify you, such as, your name, title, phone number, email address and or mailing address.

Once you've made contact we will ask you for information such as your name, job title and contact details. On receipt of your positive consent we will use your information to:

- provide you with information, products or services that you request from us,
- carry out our obligations arising from any contracts entered between you and us,
- notify you about changes to our services or opportunities to get involved in projects we are working on.

We use several products to analyse traffic to this web site to understand our visitors' needs and to continually improve our site for them. We collect only anonymous, aggregate statistics. For example, we do not tie a specific visit to a specific IP address.

Collection and use of information for research projects

In the case of research work we may seek to gather more detailed personal information. Specific and explicit consent will be sought for this, in line with research objectives and any relevant agreed ethics procedures.

Use of cookies

A cookie is a small text file containing information that a web site transfers to your computer's hard disk for record-keeping purposes and allows us to analyse our site traffic patterns. A cookie cannot give us access to your computer or to information beyond what you provide us. Most web browser's automatically accept cookies; consult your browser's manual or online help if you want information on restricting or disabling the browser's handling of cookies. If you disable cookies, you can still view the publicly available information on our website.

Links to other web sites

This web site contains links to information on other web sites. We can't be responsible for the protection and privacy of any information that you provide while visiting those sites. Those sites are not governed by this Privacy Policy, and if you have questions about how a site uses your information, you'll need to check that site's privacy statement.

Data storage

Agents or contractors who in the course of providing services to Helen Timbrell Ltd have access to information which you give to us are required to keep that information

secure and confidential and are not permitted to use it for any purpose other than to carry out the specific services which they are performing for us.

Data Breach

In the unlikely event that our systems are breached, we will inform the ICO immediately and adhere to their guidelines

Access to your personal information

You are entitled to access the personal information that we hold. To do so please email us using the contact details on this page. We aim to provide this within 30 days.

Updating your personal information

You have a right to amend or delete any information that we hold on you. To do so please email us using the contact details on this page. We aim to provide this within 30 days.

Your consent

By using our web site and by giving us your information you consent to the collection and use of the information you provide to us as outlined in this Privacy Policy. We may change this Privacy Policy from time to time and without notice and if we change our Privacy Policy, we publish those changes on this page.

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 withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent.

To make a data protection rights request, please contact us using the contact details on this site.

How to raise a concern or complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details provided on this site. If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO: <https://www.ico.org.uk/make-a-complaint>