

iDiversity Consulting Ltd

Privacy Policy

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1. Who we are

iDiversity Consulting Ltd provides workplace disability consultancy, assistive technology services, coaching, training, and related support services.

Data Controller:

iDiversity Consulting Ltd
Unit 2, Clive Court, Bartholomew's Walk
Cambridgeshire Business Park
Ely, Cambs
CB7 4EA

Email: dpo@idiversityconsulting.co.uk

Website: <https://www.idiversityconsulting.co.uk>

2. Purpose of this policy

This policy explains how iDiversity Consulting Ltd collects, uses, stores, and protects personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

3. Personal data we collect

We may collect and process the following categories of personal data:

- Contact details (name, email address, telephone number)
- Employment or organisational information
- Information required to deliver workplace assessments, coaching, training or assistive technology services
- Technical information from website usage (IP address, browser type, device information)
- Order and transaction information for purchases made through our website
- Recruitment information from job applicants

4. How we collect data

We collect personal data through:

- Direct communication with you (email, telephone, forms, enquiries)
- Orders placed via our website
- Workplace assessment or service delivery processes
- Recruitment processes
- Website analytics and cookies

5. Legal bases for processing

We process personal data under the following lawful bases:

- Contract – to provide services or fulfil orders
- Legitimate interests – to operate and improve our services
- Legal obligation – to comply with regulatory or legal requirements
- Consent – where required for specific activities such as marketing communications

6. Website use and analytics

When visitors use our website, we collect anonymous usage data through Google Analytics or similar tools. This helps us understand website usage and improve functionality. The information collected does not identify individuals.

7. Cookies

Our website uses cookies and similar technologies to improve website functionality and understand how visitors use our site.

Cookies are small text files placed on your device when you visit a website. They allow websites to recognise your device and store certain information about your preferences or past actions.

We use cookies for purposes including:

- Ensuring the website functions correctly
- Analysing website traffic and visitor behaviour
- Supporting website performance and security

Some cookies may be set by third-party services used on our website, such as analytics providers.

You can control or delete cookies through your browser settings. Most browsers allow you to refuse or remove cookies if you prefer.

This data is processed on the basis of legitimate interests to monitor and improve the performance and usability of the website.

Where required, we obtain consent before placing non-essential cookies on your device.

8. E-commerce transactions

Our website allows customers to purchase products and services.

Payments are securely processed by a third-party provider Opayo (formerly SagePay).

iDiversity Consulting Ltd does not store full payment card details on its systems.

Our website platform uses WooCommerce to manage online orders and fulfilment.

9. Email communications

We may send newsletters or updates via Mailchimp or similar email platforms. These services track basic engagement data such as email opens and link clicks to help us improve communications.

You can unsubscribe from marketing emails at any time.

10. Service delivery data

When delivering workplace assessments, assistive technology services, coaching, or training, we may process personal and special category personal data required to provide those services. This information is handled securely and only shared with authorised personnel or partners involved in delivering the service.

11. Data sharing

We may share personal data with trusted third parties where required to deliver services, including:

- Technology suppliers
- Service Delivery partners
- Payment providers
- IT service providers

All third-party processors operate under contractual obligations to protect personal data.

12. International data transfers

Some of the third-party providers we use, such as email communication platforms, may process personal data outside the United Kingdom. Where this occurs, we ensure appropriate safeguards are in place in accordance with UK GDPR.

12. Data retention

Personal data is retained only for as long as necessary for the purpose it was collected, including legal, contractual, accounting, and audit requirements.

Typical retention periods include:

- Client service records – up to 7 years
- Recruitment records – up to 6 months for unsuccessful applicants
- Financial transaction data – as required by UK accounting regulations

13. Your rights

Under UK GDPR you have the following rights:

- Right to access personal data
- Right to rectify inaccurate information
- Right to request erasure where appropriate
- Right to restrict processing
- Right to data portability
- Right to object to processing

Requests can be made by contacting our Data Protection Officer.

14. Data security

iDiversity Consulting Ltd implements appropriate technical and organisational security measures to protect personal data from unauthorised access, loss, or misuse. iDiversity also hold ISO27001:2022 accreditation, further protecting our systems and data.

15. Complaints

If you have concerns about how your personal data is handled, you may contact us directly.

- You can contact us at DPO@idiversityconsulting.co.uk or by calling 01353 881 322.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO), the UK supervisory authority for data protection matters.

16. Changes to this policy

This privacy policy is reviewed periodically. Updates will be published on our website.