

## Privacy notice | website enquiry

This privacy notice tells you about the information we collect from you when you submit an enquiry to us via our website. In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

### Who are we?

We are The Transformation Clinic Ltd (TTC). Our address is TTC, Office One, 1 Coldbath Square Farringdon, London EC1R 5HL. You can contact us by post at the above address, by email at: **info@thetransformationclinic.com**

We are not required to have a data protection officer, so any enquiries about our use of your personal data should be addressed to the contact details above.

### What personal data do we collect?

When you submit an enquiry to us, we ask you for your name, your email address and a brief description of your enquiry.

### Why do we collect this information?

We will use your information to respond to your enquiry and hopefully to provide you with the information you need. We do this in order to take steps at your request prior to entering into a contract ie as part of pre-sales activity.

### What do we do with your information?

Your information is stored in our Customer Relationship Management (CRM) system which is hosted by Sage. We have a contractual agreement with Sage that commits them to providing an appropriate level of safeguards for your personal data. It is not sent outside of the European Economic Area (EEA).

We will read your message and normally respond to you either via telephone or via email. We may ask for your consent to retain your information in our CRM system in order to send you further information that we think may be of interest to you.

We will not use the information to make any automated decisions that might affect you.

## How long do we keep your information for?

Your enquiry is kept in our CRM system for six years unless you give us your consent to send you marketing information on an ongoing basis, in which case we will keep it for as long as you continue to consent.

## Your rights over your information

By law, you can ask us what information we hold about you, you can see it, and you can ask us to correct it if it is inaccurate.

You can also ask for it to be erased and you can ask for us to give you a copy of the information.

You can also ask us to stop using your information at any time, either by clicking the unsubscribe link at the end of any email communication, or by emailing, writing or telephoning us using the contact details above.

## Your right to complain

If you have a complaint about our use of your information, you can contact the Information Commissioner's Office via their website at [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns) or write to them at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF