

Introduction

This policy explains how **Creative Engagement Services (CES)** collects, stores, uses and protects your personal data, and your rights under the UK General Data Protection Regulation (GDPR) in relation to our services and this website.

In this policy:

The phrase “**personal data**” means private information about an individual person, even if that data is publicly available (for example: name, email address), and/or information about a business or other organisation;

The words “**CES**”, “**we**”, “**us**” and “**our**” refer to CES, which is the Data Controller;

The words “**You**” and “**Your**” refer to an individual person, business or other organisation that provides personal data to the CES in order to use the products and services that the CES website provides, both online and offline.

Your rights

You have the right to:

- Be informed about how we safeguard your data (this policy)
- Request information about how your personal data is processed
- Request a copy of your personal data
- Request that any inaccuracies in your personal data are rectified without delay
- Request that your personal data is erased (in some cases this may not be possible if we are under a legal obligation to retain it)
- Request that the processing of your personal data is restricted
- Object to the use of your personal data for marketing purposes
- Withdraw your consent at any time
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You can exercise these rights by contacting wayne@creativeengagementservices.com or using the contact details provided below.

A full list of [your rights](#) is available on the Information Commissioner’s Office (ICO) website.

How we use your data

Where you have asked us to provide you with a service or information (for example, by completing an online registration) we use the personal data you have provided to analyse your requirements and/or to contact you about that service or to provide that information.

We will only contact you for general marketing purposes if you give your explicit consent to be contacted for such purposes when you first provide your personal data to us.

You can withdraw (or reinstate) your consent to be contacted for marketing purposes at any time by contacting us using the details at the end of this policy.

We provide training and support services including mentoring services and online and in-person information and advice guides. We can provide the best service to individuals and business organisations by establishing a long-term relationship with them. Therefore we store your personal data indefinitely unless you ask us to erase it.

How we store and protect your data

We will store your personal data securely and use appropriate security technology to protect your privacy.

Access to your personal data is restricted to users who are authorised and properly trained by us and who have a legitimate business need to access that information.

Who your data may be shared with

We may provide its project delivery partners with access to your personal data to enable a project delivery partner to deliver a service to you on our behalf (for example, an advice workshop) and not for any other purpose. Our project delivery partners will not be permitted to retain or store your personal data.

We may contract with third parties to act as a Data Processor, which means processing your personal data on our behalf. Any such third party will be obliged to act in accordance with our own data protection policies and will be permitted to access your data solely for the purpose of carrying out our instructions on our behalf.

We will not sell or trade your personal data to any other party.

We will not share your data with any other party except project delivery partners and third party Data Processors, as described above, unless you provide your explicit consent (for example, where we act as a project delivery partner with a Local Authority and we obtain your consent to share your personal data with that party).

CES may provide aggregated data relating to its registered users and customers to Local Authorities and other reputable organisations, but this will never include identifiable information.

Changes to this policy

We will publish any changes to the Privacy Policy on the CES website. In the case of significant changes, we may email registered users with details of those changes.

Contact us or make a complaint

You can contact our Data Protection Officer at:

Email: wayne@creativeengagementservices.com

If you consider that your personal data has been misused or mishandled and you are dissatisfied with our response, you can make a complaint to the Information Commissioner, who is an independent regulator. The Information Commissioner can be contacted at:

Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Phone: 0303 123 1113

Email: casework@ico.org.uk