

Privacy & Data Policy for Neonova Limited (trading as WordLab®)

This document lays out the way in which data is gathered and used in the operations of:

WordLab®

The contact dealing with Data Protection and data usage is:

Mark Brett-Warburton

Contact details:

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1. What Personal Data is collected?

1.1. Clients & Prospective Clients

- Address
- Telephone numbers
- email addresses
- Documents & other information

1.2. Suppliers, Consultants, Contractors & Businesses Partners

- Address
- Telephone numbers
- email addresses
- Documents & other information

2. When do we collect your Personal Data?

2.1. Address, telephone & email data is collected during the normal operational activities of the business. This information will usually be provided directly by you.

2.2. Documents and other information, which may include but not exclusively, surveys, specifications, legal documents, Planning Documentation, are collected or created during the normal operating procedures of the business.

3. How & for How Long do we hold your Personal Data?

3.1. Address, telephone and email data is held in either or both digital and hard copy for as long as required to perform the duties of the company and to meet the obligations of Professional Indemnity Insurance cover where applicable. This will normally be for a minimum of seven years after the end of your involvement with the company, although this may be extended if there are specific reasons for doing so, for instance, if there are legal or contractual reasons to retain the information for longer. The information will be deleted when no longer required.

3.2. Documents and other information is held in either or both digital and hard copy for as long as required to perform the duties of the company and to meet the obligations of Professional Indemnity Insurance cover. This will normally be for a minimum of seven years after the end of your involvement with the company, although this may be extended if there are specific reasons for doing so, for instance if there are legal or contractual reasons to retain the information for longer. The information will be deleted when no longer required.

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4. How do we use your Personal Data?

- 4.1. Address, telephone and email data is used when it is required to facilitate good management of the business and to discharge the duties of the business.
- 4.2. Documents and other information is used when it is required to facilitate good management of the business and to discharge the duties of the business.

5. Who do we share your Personal Data with?

- 5.1. Address, telephone and email data would only be shared if required to facilitate good management of the business and to discharge the duties of the business.
- 5.2. Documents and other information would only be shared if required to facilitate good management of the business and to discharge the duties of the business.
- 5.3. All information will be provided to the authorities if required by law enforcement, security services or other legitimate civic or governmental body.

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 information.

Your right to rectification - You have the right to ask us to rectify information 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 information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

If you wish to make a request, please contact us at :

email: mbw@wordlab.uk

How to complain

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113

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