
Privacy Policy

1. INTRODUCTION

This privacy notice provides you with details of how we collect and process your personal data through your use of our site <https://www.threedomsolutions.co.uk>.

By providing us with your data, you warrant to us that you are over 13 years of age.

Threedom Solutions Ltd is the data controller and we are responsible for your personal data (referred to as "we", "us" or "our" in this privacy notice).

Contact Details

Full name of legal entity: Threedon Solutions Ltd

Email address: info@threedomsolutions.co.uk

Postal address: 36 Leeds Road, Mirfield, West Yorkshire, WF140DA

It is very important that the information we hold about you is accurate and up to date. Please let us know if at any time your personal information changes by emailing us at info@threedomsolutions.co.uk.

2. WHAT DATA DO WE COLLECT ABOUT YOU, FOR WHAT PURPOSE AND ON WHAT GROUND WE PROCESS IT

Personal data means any information capable of identifying an individual. It does not include anonymised data.

We may process the following categories of personal data about you:

Communication Data

This includes any communication that you send to us, or that we send to you, whether through the contact form on our website, email, telephone, video call, text message, social media messaging, social media posting, online booking forms or any other form of communication. It may include your name, business contact details, job title, organisation, the content of your communications, details of enquiries, call notes, meeting notes and other information you choose to provide to us.

We process this data for the purposes of communicating with you, responding to enquiries, managing our relationship with you and/or your organisation, arranging and delivering our coaching, training, workshops, consultancy and related services, providing support, keeping records, dealing with complaints or disputes and for the establishment, exercise or defence of legal claims.

Our lawful ground for this processing is our legitimate interests, which in this case are to respond to communications sent to us, manage our business relationships, administer and

deliver our services, keep appropriate records and establish, exercise or defend legal claims. Where we are required to process or retain communications to comply with a legal obligation, our lawful ground for that processing is compliance with a legal obligation.

Prospect/Enquiry Data

This includes personal data relating to individuals who have enquired about our services, interacted with us, attended a discovery call, downloaded a resource, attended a webinar or event, been referred to us, connected with us through networking or social media, or who we have identified as a potential business contact or prospective client.

This data may include your name, business name, job title, business email address, business telephone number, social media profile details, website address, details of your organisation, details of your enquiry or interest in our services, notes of conversations or meetings, information you provide to us about your business needs, and details of any communications we have with you.

We may collect this data directly from you, from your organisation, from referrals, from publicly available sources such as your organisation's website, Companies House, LinkedIn or other professional platforms, or through business prospecting and email tools such as Hunter.

We process this data to respond to enquiries, provide information requested by you, assess whether our coaching, training, workshops, consultancy or Strengthscope profile services may be suitable for you or your organisation, arrange calls or meetings, follow up with you, keep records of our communications, manage our business development activities and send you marketing communications where we are permitted by law to do so.

Our lawful ground for processing this data is our legitimate interests, which in this case are to respond to enquiries, develop business relationships, promote and grow our business, keep records and establish, exercise or defend legal claims. Where you have asked us to provide information about our services or to take steps before entering into a contract, our lawful ground may also be that the processing is necessary to take steps at your request before entering into a contract.

Where we send electronic marketing communications, we will comply with the Privacy and Electronic Communications Regulations. You can opt out of receiving marketing communications from us at any time

Marketing Data

This includes data about your preferences in receiving marketing from us and your communication preferences. It may also include your name, business name, job title, business email address, business telephone number, details of the services you have shown an interest in, your interactions with our emails and marketing communications, your opt-in and opt-out preferences, and records of any marketing communications sent to you.

We process this data to send you marketing communications about our coaching, training, workshops, consultancy, Strengthscope profile services, events, resources and related services, to manage your marketing preferences, to keep records of your consent or opt-out preferences, to understand how recipients engage with our marketing communications, to improve our services and to grow our business.

We may collect Marketing Data directly from you when you subscribe to receive our updates, request information, download a resource, book a call, attend an event, become a client, or otherwise interact with us. We may also collect or verify business contact details using publicly available sources, professional platforms such as LinkedIn, referrals, networking activity, your organisation's website, or business prospecting tools such as Hunter.

Our lawful ground for processing Marketing Data under the UK GDPR is either your consent or our legitimate interests, which in this case are to promote and grow our business, develop business relationships, provide relevant information about our services and carry out direct marketing. Where we rely on legitimate interests, we will consider whether our interests are overridden by your rights and freedoms, and you have the right to object to processing for direct marketing at any time.

Where we send electronic marketing communications, we will also comply with the Privacy and Electronic Communications Regulations. Our business marketing activity is aimed at corporate subscribers, such as limited companies and organisations. We may send marketing emails to business contacts at such organisations without prior consent, provided that we identify ourselves and give recipients a clear and simple way to opt out. We do not intentionally send unsolicited email marketing to sole traders or individual subscribers unless we have consent or the soft opt-in applies.

You can opt out of receiving marketing communications from us at any time by clicking the unsubscribe link in our emails or by contacting us using the details set out in this privacy notice. If you opt out of marketing, we may still retain limited information to ensure that we do not send you further marketing and to keep records of your preferences.

Customer Data

This includes personal data relating to individuals who take part in our coaching sessions, workshops, training sessions, consultancy activities, Strengthscope profile services or other services we deliver for client organisations. This may include names, job titles, business contact details, employer or organisation details, attendance information, session booking details, information shared with us for the purpose of delivering the relevant service, feedback, and communications with or about participants.

We process this data to arrange and deliver our services, provide coaching, consultancy, workshops, training, Strengthscope profile services and related support, communicate with participants, manage attendance, tailor our services appropriately, record feedback, report to the client organisation where appropriate, and administer our business.

Our lawful ground for this processing is our legitimate interests, namely to deliver our services to client organisations, communicate with participants, manage and improve our services, administer our business and maintain appropriate business records.

Where we process this data in connection with a contract directly with the participant, our lawful ground may also be the performance of a contract between the participant and us and/or taking steps at the participant's request to enter into such a contract.

Strengthscope Data

Where we provide Strengthscope profile services, we may process information relating to your Strengthscope profile, assessment results, reports, coaching notes, workshop participation and related communications.

We process this data to arrange and deliver Strengthscope profile services, interpret and discuss results, provide coaching, consultancy, training or workshop support, tailor our services to the individual or team, and provide relevant reports or outputs.

Our lawful ground for this processing is our legitimate interests, namely to provide Strengthscope-related services to individuals and client organisations, support personal and professional development, deliver our services effectively and administer our business. Where we provide Strengthscope profile services directly to you under a contract with you personally, our lawful ground may also be the performance of a contract.

Where Strengthscope services are arranged by your employer or organisation, we may share relevant outputs with that organisation where this is part of the agreed service. We will only share information in accordance with the nature of the service agreed and any privacy information provided to participants.

Recordings, Transcripts and Session Notes

Where appropriate, we may process recordings, transcripts, notes or summaries of coaching sessions, consultancy sessions, workshops, training sessions or other meetings. This may include information you provide during those sessions.

We process this data to deliver our services, prepare notes or summaries, support follow-up actions, provide continuity between sessions, maintain appropriate records, improve our services and deal with any queries, complaints or disputes.

Our lawful ground for this processing is our legitimate interests, namely to provide and improve our services, maintain accurate records, support client relationships and administer our business. Where the recording or transcript is necessary for the delivery of a service directly contracted with you, our lawful ground may also be the performance of a contract.

Where we use third-party tools to record, transcribe or summarise sessions, those providers may process personal data on our behalf. We will take steps to ensure that appropriate safeguards are in place with those providers.

You should avoid sharing unnecessary sensitive personal information during sessions. If special category data is shared with us, we will only process it where we have a lawful basis under UK GDPR and an applicable condition under Article 9 UK GDPR.

Special Category Data

We do not usually require special category data in order to provide our services. However, during coaching, consultancy, training, workshops or related services, you may choose to share information that includes special category data, such as information about your health, wellbeing, race or ethnic origin, religious or philosophical beliefs, trade union membership, sex life or sexual orientation.

Where you choose to provide this information, we will process it only where necessary for the relevant service, to support you appropriately, to keep appropriate records, or where necessary for the establishment, exercise or defence of legal claims. Our lawful ground under UK GDPR will usually be our legitimate interests or, where applicable, the performance of a contract. Our additional condition for processing special category data will depend on the circumstances and may include your explicit consent or the establishment, exercise or defence of legal claims.

We ask that you do not provide special category data unless it is relevant to the services we are providing.

Coaching/Training Delivery Data

This includes personal data processed in connection with the delivery of our coaching, consultancy, workshops, training, group coaching, Strengthscope profile services and related services. It may include your name, job title, organisation, business contact details, booking details, attendance information, details of the service being provided, information you provide before, during or after sessions, responses to questionnaires or preparation materials, objectives, development goals, feedback, session notes, action points, progress updates and related communications.

We process this data to prepare for and deliver our services, tailor the services to the needs of the client organisation and/or participants, manage bookings and attendance, provide coaching or training support, follow up on actions, monitor progress, provide relevant materials or resources, evaluate the effectiveness of our services, improve our services and maintain appropriate business records.

Where we provide services directly to you under a contract with you personally, our lawful ground for this processing is the performance of a contract between you and us and/or taking steps at your request to enter into such a contract.

Where we provide services to your organisation, our lawful ground for processing your personal data is our legitimate interests, namely to deliver our services to the client organisation, communicate with relevant individuals, tailor and improve our services, manage our client relationships, maintain appropriate records and administer our business.

We may also process Coaching / Training Delivery Data where necessary for the establishment, exercise or defence of legal claims. Our lawful ground for this processing is our legitimate interests, namely to establish, pursue or defend legal claims.

Where you choose to provide information during coaching, training, workshops or related services that includes special category data, we will process that data only where we have a lawful basis and an additional condition under UK data protection law. We ask that you do not provide special category data unless it is relevant to the services we are providing.

Participant/Delegate Data

This includes personal data relating to individuals who participate in, attend or receive our coaching, consultancy, workshops, training, group coaching, Strengthscope profile services or related services. It may include your name, job title, organisation, business contact details, booking details, attendance information, dietary or accessibility requirements where relevant,

role or team information, information provided before, during or after sessions, responses to questionnaires or preparation materials, participation records, feedback, development goals, action points and related communications.

We process this data to arrange and deliver our services, manage attendance, communicate with participants, provide joining instructions and materials, tailor the services to the needs of participants and/or the client organisation, support participation, provide coaching, training or workshop support, gather feedback, evaluate and improve our services, maintain appropriate records and administer our business.

Where we provide services to your organisation, our lawful ground for processing your personal data is our legitimate interests, namely to deliver our services to the client organisation, communicate with participants, manage attendance, tailor and improve our services, maintain appropriate records, administer our business and manage our client relationships.

Where we provide services directly to you under a contract with you personally, our lawful ground may be the performance of a contract between you and us and/or taking steps at your request to enter into such a contract.

We may also process Participant / Delegate Data where necessary to comply with a legal obligation or for the establishment, exercise or defence of legal claims. Our lawful ground for this processing is our legal obligation and/or our legitimate interests, namely to comply with applicable laws and establish, pursue or defend legal claims.

Where you provide dietary, accessibility, health or other information that includes special category data, we will process that data only where we have a lawful basis and an additional condition under UK data protection law. We ask that you only provide special category data where it is relevant to the services we are providing or to your participation in them.

Payment/Transaction Data

This includes personal data relating to payments, purchases, invoices, transactions and financial records. It may include your name, business name, billing address, email address, telephone number, invoice details, payment status, purchase history, order details, transaction references, details of products or services purchased, refund records and related correspondence.

We process this data to process and manage payments, issue invoices, keep records of transactions, provide receipts, manage refunds, deal with payment queries, recover unpaid sums, keep appropriate business records, comply with legal and regulatory obligations, and administer our business.

Where you purchase products or services from us personally, our lawful ground for this processing is the performance of a contract between you and us.

Where we contract with your organisation, our lawful ground for processing your personal data is our legitimate interests, namely to process payments, issue invoices, manage transactions, maintain accurate business records, recover unpaid sums and administer our business.

We may also process Payment / Transaction Data where necessary to comply with a legal obligation, including record-keeping obligations, and where necessary for the establishment, exercise or defence of legal claims.

We do not usually process full payment card details ourselves. Where payment is made by card or another online payment method, payment details may be processed by our third-party payment provider. We may process payment-related information such as payment status, transaction references and records of payments made.

User Data

This includes personal data about how you use our website and any online services, including information about your browsing behaviour, pages viewed, actions taken on our website, and any information you submit through our website or online services.

We process this data to operate and manage our website and online services, provide relevant website content, enable website functionality, respond to information submitted through the website, administer and protect our website, online services and business, maintain back-ups of our website and databases, monitor website usage, improve our website and online services, and keep our website secure.

Our lawful ground for this processing is our legitimate interests, namely to operate, manage, protect and improve our website, online services and business, provide relevant content to website users, maintain appropriate business records and ensure the security and functionality of our website and systems.

Technical Data

This includes data about your use of our website and online services such as your IP address, your login data, details about your browser, length of visit to pages on our website, page views and navigation paths, details about the number of times you use our website, time zone settings and other technology on the devices you use to access our website. The source of this data is from our analytics tracking system. We process this data to analyse your use of our website and other online services, to administer and protect our business and website, to deliver relevant website content and advertisements to you and to understand the effectiveness of our advertising. Our lawful ground for this processing is our legitimate interests which in this case are to enable us to properly administer our website and our business and to grow our business and to decide our marketing strategy.

Testimonials / Reviews / Case Studies Data

This includes personal data that you provide to us when you give us a testimonial, review, recommendation, endorsement, case study contribution, feedback or success story. It may include your name, job title, business name, organisation, photograph, image, video or audio recording, social media handle, website address, details of the services we provided to you or your organisation, your comments, feedback, results, outcomes and any other personal data included in the testimonial, review or case study.

We process this data to publish and share testimonials, reviews, recommendations, endorsements, case studies, feedback and success stories, to promote our business, demonstrate the impact of our services, provide social proof, build trust with prospective clients, improve our services and market our business.

Where we ask for your specific permission to use an identifiable testimonial, review, photograph, video, audio recording or case study, our lawful ground for this processing is your

consent. You can withdraw your consent at any time by contacting us using the details set out in this privacy notice. If you withdraw your consent, we will stop using the relevant testimonial, review, photograph, video, audio recording or case study for future marketing where it is reasonably practicable for us to do so. However, we may not be able to remove it from materials that have already been printed, published, downloaded, shared, distributed or otherwise placed outside our control.

In some circumstances, we may process and publish general feedback, reviews or testimonials on the basis of our legitimate interests, namely to promote our business, demonstrate client satisfaction, evidence the quality and impact of our services, attract new clients and grow our business. Where we rely on legitimate interests, we will consider your rights and interests and will not use your personal data in a way that is unfair or unexpected.

We may publish or share Testimonials / Reviews / Case Studies Data on our website, social media platforms, email marketing, newsletters, proposals, presentations, sales pages, brochures, advertising, online courses, webinars, training materials and other promotional or business materials.

Where a testimonial, review or case study identifies your organisation, we may also seek permission from the organisation where appropriate, particularly where the testimonial, review or case study refers to our work with that organisation, its employees, team members, participants, delegates, business information, outcomes or results.

Please do not include confidential information, sensitive personal information or personal data about other people in any testimonial, review, feedback or case study contribution unless you have permission to do so. If a testimonial, review or case study includes special category data, such as information about health, disability, neurodiversity, race, ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, sex life or sexual orientation, we will only process that data where we have a lawful basis and an additional condition under UK data protection law.

We may edit testimonials, reviews, feedback or case study contributions for clarity, length, grammar or formatting, provided that we do not materially change the meaning of what you have said.

Recordings Data

This includes personal data contained in audio recordings, video recordings, call recordings, webinar recordings, workshop recordings, training recordings, coaching session recordings, group programme recordings, meeting recordings, transcripts, chat messages, comments, questions, contributions, screen shares and any related notes or summaries.

Recordings Data may include your name, image, voice, job title, business name, organisation, contact details, opinions, questions, comments, participation, feedback, information you choose to share during a session, and any other personal data captured in the recording, transcript, chat or related materials.

We process Recordings Data to deliver our services, provide access to replays, allow participants to catch up on sessions, support learning and implementation, maintain records of what was discussed or delivered, monitor and improve our services, train our team, respond to queries, resolve disputes, administer our business and, where relevant, comply with legal obligations.

Where we record sessions, calls, meetings, workshops, webinars or training as part of the services we provide to you personally, our lawful ground for processing may be the performance of a contract between you and us and/or our legitimate interests, namely to deliver and improve our services, maintain appropriate records, administer our business and respond to queries or disputes.

Where we provide services to your organisation and you attend or participate in those services, our lawful ground for processing is our legitimate interests, namely to deliver the services to the client organisation, enable participation, provide access to materials or replays, maintain appropriate records, improve our services and administer our business.

Where we ask for your specific permission to record you, or to use a recording in a way that goes beyond the delivery or administration of our services, our lawful ground for that processing is your consent. You may withdraw your consent at any time by contacting us using the details set out in this privacy notice. If you withdraw your consent, we will stop using the relevant recording for future purposes where it is reasonably practicable for us to do so. However, we may not be able to remove it from materials that have already been shared, downloaded, distributed, published or otherwise placed outside our control.

Where recordings are made available to other participants, clients or members, we will take reasonable steps to inform participants that the session is being recorded and who will have access to the recording. If you do not wish to be recorded, you should let us know before the session where possible and you may be able to keep your camera switched off, mute your microphone, use the chat function privately where available, or contact us separately, depending on the nature of the session and the services being provided.

Please avoid sharing confidential information, sensitive personal information or personal data about other people during recorded sessions unless it is necessary and you have permission to do so.

If a recording, transcript, chat message or related material includes special category data, such as information about health, disability, neurodiversity, race, ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, sex life or sexual orientation, we will only process that data where we have a lawful basis and an additional condition under UK data protection law.

We may use third-party platforms and service providers to host, record, transcribe, store or share recordings, such as video conferencing platforms, learning platforms, cloud storage providers, transcription tools or client management systems. Where we use third-party service providers, we will take appropriate steps to ensure they process personal data securely and in accordance with data protection law.

We will only keep Recordings Data for as long as reasonably necessary for the purposes for which it was collected, including providing access to replays, delivering services, maintaining business records, resolving queries or disputes, and complying with legal obligations. Specific retention periods may vary depending on the type of recording and the purpose for which it was made.

Required Processing

Where we are required to collect personal data by law, or under the terms of a contract we have with you, and you do not provide that data when requested, we may not be able to perform the contract or provide our products or services to you. For example, we may need certain information in order to deliver goods or services, manage your account, process payments, provide access to online services, or comply with our legal obligations.

If you do not provide the requested data, we may have to cancel a product or service you have ordered from us, but we will notify you if this is the case.

We may process your personal data without your knowledge or consent where this is required or permitted by law.

Purposes of Processing

We will only use your personal data for the purpose for which it was collected, or for another purpose that is reasonably compatible with the original purpose where this is permitted by data protection law.

If we need to use your personal data for an unrelated new purpose, we will let you know and explain the legal basis that allows us to do so.

For more information about how we process your personal data, you can contact us at: info@threedomsolutions.co.uk.

Sensitive Data, Criminal Conviction Data and Automated Processing

Special category data is personal data that needs more protection because of its sensitive nature. This includes personal data revealing or concerning your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, health, genetic data and biometric data used for identification purposes.

We do not intentionally collect special category data about you unless it is necessary for a specific purpose, you choose to provide it to us, or we have informed you that we need to collect it. For example, special category data may occasionally be included in information you provide to us in communications, testimonials, case studies, feedback, recordings, workshops, coaching sessions, training sessions, forms or other interactions with us.

Where we process special category data, we will only do so where we have a lawful basis under UK data protection law and an additional condition for processing that type of data.

Please do not provide us with special category data unless we specifically ask you to do so, or unless it is necessary for the services we are providing to you.

We do not intentionally collect information about criminal convictions and offences unless we specifically notify you that this is required.

We do not carry out automated decision-making or automated profiling that has a legal or similarly significant effect on you.

Automated decision making

We do not carry out automated decision making or any type of automated profiling.

3. HOW WE COLLECT YOUR PERSONAL DATA

We may collect personal data about you in different ways, including where you provide it directly to us, where it is collected automatically through your use of our website or online services, and where we receive it from third parties or publicly available sources.

You may provide personal data directly to us when you fill in forms on our website, contact us by email, phone, social media or otherwise, purchase or enquire about our products or services, book a call, attend an event, join a webinar, subscribe to our mailing list, provide feedback, complete a survey, give a testimonial or otherwise interact with us.

We may automatically collect certain technical and usage data when you use our website or online services. This may include information such as your IP address, browser type, device information, pages visited, time spent on our website, links clicked and other information about how you use our website and online services. We may collect this data using cookies, pixels, analytics tools and similar technologies.

We may receive personal data about you from third parties, such as analytics providers, advertising networks, search information providers, payment providers, booking systems, email marketing platforms, CRM systems, technical service providers, delivery providers, event organisers, referral partners and other service providers we use in connection with our business.

Some of these third parties may be based outside the UK. Where personal data is transferred outside the UK, we will ensure that appropriate safeguards are in place as required by data protection law.

We may also collect personal data from publicly available sources, such as Companies House, business websites, professional directories, social media platforms and other publicly available online sources.

4. MARKETING COMMUNICATIONS

Our lawful ground of processing your personal data to send you marketing communications is either your consent, our legitimate interests (namely to grow our business).

Under the Privacy and Electronic Communications Regulations (PECR), we may send you marketing communications from us if (i) you made a purchase or asked for information from us about our goods or services or (ii) you agreed to receive marketing communications and in each case you have not opted out of receiving such communications since. Under these regulations, if you are a limited company, we may send you marketing emails without your consent. However, you can still opt out of receiving marketing emails from us at any time.

We will never share your personal details with any third party for their own marketing purposes.

If you opt out of receiving marketing communications this opt-out does not apply to personal data provided as a result of other transactions, such as purchases, warranty registrations etc.

5. DISCLOSURES OF YOUR PERSONAL DATA

We may share your personal data with the following categories of third parties where this is necessary for the purposes set out in this privacy notice:

- service providers who provide IT, website hosting, cloud storage, email delivery, system administration, customer relationship management, booking, payment processing, analytics, technical, marketing and operational services;
- third-party platforms and tools that we use to provide our website, free assessment, reports, programme content, payment facilities, email communications and other services;
- payment providers, banking providers and financial administration providers, including Stripe where you make a payment through our website;
- email marketing, email automation and communication providers that help us send assessment reports, programme content, service communications and marketing communications where permitted by law;
- website analytics providers, advertising networks and social media platforms where relevant to our website, advertising, analytics or marketing activities;
- professional advisers including legal advisers, accountants, bankers, auditors and insurers;
- government bodies, regulators, tax authorities, law enforcement agencies or other authorities where we are required or permitted to disclose personal data by law;
- third parties to whom we may choose to sell, transfer or merge parts of our business or our assets.

Where we use third-party service providers to process personal data on our behalf, we only allow them to process your personal data for specified purposes and in accordance with our instructions. We require them to keep your personal data secure and to comply with data protection law.

Some third parties, such as professional advisers, banks, insurers, regulators, tax authorities, government bodies and certain payment providers, may act as independent controllers of your personal data. This means they are responsible for their own compliance with data protection law when they process your personal data.

We may also disclose your personal data where this is necessary to comply with a legal obligation, enforce or apply our terms and conditions, protect our rights, property or safety, protect the rights, property or safety of others, or establish, exercise or defend legal claims.

We will not share your personal data with any third party for their own direct marketing purposes unless you have expressly consented to this.

Where we transfer your personal data outside the UK, we will ensure that appropriate safeguards are in place as required by data protection law. Further information about international transfers is set out below.

6. INTERNATIONAL TRANSFERS

We are subject to the provisions of the UK General Data Protection Regulations (UK GDPR) that protect your personal data. Where we transfer your data to third parties outside of the UK, we will ensure that certain safeguards are in place to ensure a similar degree of security for your personal data. As such:

- We may transfer your personal data to countries that the United Kingdom regulatory authorities have approved as providing an adequate level of protection for personal data; or
- If we use US-based providers that are part of the UK-US Data Bridge (the UK Extension to the EU-US Data Privacy Framework), we may transfer data to them, as they have equivalent safeguards in place; or
- Where we use certain service providers who are established outside of the UK, we may use specific contracts approved by the ICO (the International Data Transfer Agreement or the UK Addendum to the EU Standard Contractual Clauses), or codes of conduct or certification mechanisms approved by the UK government, which give personal data the same protection it has in the UK.

If none of the above safeguards are available, we may request your explicit consent to the specific transfer. You will have the right to withdraw this consent at any time.

7. DATA SECURITY

We have put in place security measures to prevent your personal data from being accidentally lost, used, altered, disclosed, or accessed without authorisation. We also allow access to your personal data only to those employees and partners who have a business need to know such data. They will only process your personal data on our instructions and they must keep it confidential.

We have procedures in place to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach if we are legally required to.

8. DATA RETENTION

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

When deciding what the correct time is to keep the data for we look at its amount, nature and sensitivity, potential risk of harm from unauthorised use or disclosure, the processing purposes, if these can be achieved by other means and legal requirements.

For tax purposes the law requires us to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they stop being customers.

In some circumstances we may anonymise your personal data for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

9. YOUR LEGAL RIGHTS

Under data protection laws you have rights in relation to your personal data that include the right to request access, correction, erasure, restriction, transfer, to object to processing, to portability of data and (where the lawful ground of processing is consent) to withdraw consent.

If you are within the UK, you can see more about these rights at:

<https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/individual-rights/>

If you wish to exercise any of the rights set out above, please email us at info@threedomsolutions.co.uk

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive or refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

When responding to a request to access your personal data, we are only required to carry out searches that are reasonable and proportionate in the circumstances (as now expressly recognised in the Data (Use and Access) Act 2025). This means we will take into account factors such as the nature of the information sought, the context in which it is held, any difficulty involved in locating it and the potential benefit to you of receiving it.

We try to respond to all legitimate requests within one month of receiving the request (or, where applicable, of receiving the identity verification information or clarification we have asked for - the response period is paused, or "stopped", while we wait for that information, in line with the Data (Use and Access) Act 2025).

Occasionally it may take us longer than one month if your request is particularly complex or you have made a number of requests, in which case we may extend the response period by up to a further two months. We will notify you within one month of receiving your request if an extension is needed and explain why.

10. HOW TO COMPLAIN

If you have a complaint about how we handle your personal data, we ask that you contact us first so that we can try to resolve it for you.

You can submit a data protection complaint to us by:

- emailing us at infor@threedomsolutions.co.uk
- writing to us at Threedom Solutions Ltd, 36 Leeds Road, Mirfield, West Yorkshire, WF140DA.

We will acknowledge your complaint within 30 days of receiving it. We will investigate your complaint without undue delay, keep you informed of our progress, and communicate the

outcome to you clearly with sufficient detail for you to understand how we reached our conclusion.

If you are within the UK and are not satisfied with our response, you have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk).

11. THIRD-PARTY LINKS

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