

Terms & Conditions

If you have any questions relating to the following Terms & Conditions, please contact me in the first instance.

Tel: +(44) 7821107586

Email: info@raynersheridan.com

All Terms & Conditions correct as of August 2020.

PRIVACY POLICY

I, Rayner Sheridan, know that your privacy is important to you and I take privacy very seriously. I am committed to protecting your personal data in accordance with this Privacy Policy

General

For the purposes of data protection legislation, I am the data controller and I will process your personal data in accordance with the General Data Protection Regulation (EU) 2016/679 and UK laws which relate to the processing of personal data.

Full details of your rights can be found at the Information Commissioner's Office (ICO), the UK's data protection regulator.

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights>

My privacy policy below sets out how I will collect and treat your personal data.

Visitors to My Website – www.raynersheridan.com

I may collect and process personal data about you in the following circumstances:

1. When you complete forms on my website where you ask me to contact you about our services.
2. When you subscribe to my mailing list or request information in relation to any of the materials on my site.
3. Whenever you provide information to me when reporting a problem with our site
4. If you make a complaint through the site

Please note that if you contact me to make an enquiry, make a complaint or for any other reason, I may keep a record of that correspondence.

I may also collect data in the following ways:

IP Address

I may collect information about your device, including where available your Internet Protocol address.

I may also collect information about your device's operating system and browser type, for system administration and to improve the operation of my site.

This is statistical data about my users' browsing actions and patterns and does not identify any individual.

I may use your personal data for my legitimate interests in order to:

1. Provide you with information, or services that you requested from me
2. Allow you to participate in interactive features of my site, when you choose to do so
3. Ensure that content from my site is presented in the most effective manner for you and for your device
4. Improve my site and services, and
5. Process and deal with any complaints or enquiries made by you

Website Links

My site may, from time to time, contain links to and from the websites of third parties.

Please note that if you follow a link to any of these websites, such websites will apply different terms to the collection and privacy of your personal data, and I do not accept any responsibility or liability for these policies.

When you leave my site, I encourage you to read the privacy notice/policy of every website you visit.

I will retain your information for as long as I require this to deal with your enquiry, provide you with the requested information or supply you with services.

Legal Basis for Processing Your Personal Data

We will only use your personal data where the law allows us to. Most commonly, we will use your personal data in the following circumstances:

1. For the performance of a contract I enter into with you
2. Where necessary for compliance with a legal or regulatory obligation I am subject to
3. Where necessary to protect your vital interests in respect of a service you have purchased from me, and
4. For my legitimate interests (as described within this policy) and your interests and fundamental rights do not override these interests.

Disclosure of Personal Data to Third Parties

I may disclose your information to third parties for legitimate interests as follows:

1. To staff members to facilitate the provision of services to you including dealing with enquiries submitted through my site
2. To my affiliated entities to support internal administration
3. To IT software providers that host my website and store data on my behalf
4. I may disclose personal data to the police, regulatory bodies, legal advisors or similar third parties where I am under a legal duty to disclose or share personal data in order to comply with any legal

obligation, or in order to enforce or apply my website terms and conditions and other agreements; or to protect my rights, property, or safety of my customers, or others.

5. I will not sell or distribute personal data to other organisations without your approval.

Data Security

Where I have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. I ask you not to share your password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although I will do my best to protect your personal data, I cannot guarantee the security of your information transmitted to my site; any transmission is at your own risk.

Information you provide to me through the website is stored on secure servers hosted by a third party.

Processing of data obtained through the website takes place on computer systems owned and operated in the United Kingdom by me, Rayner Sheridan:

1. Such computer systems are password protected and run the latest versions of Norton Antivirus software.
2. Your details are protected from being seen by others without your permission
3. Your data held on these systems will not be transferred outside the EU without your consent

Access to, Updating, Deleting and Restricting Use of Personal Data

It is important that the personal data I hold about you is accurate and current. Please keep me informed if the personal data I hold about you changes.

Data protection legislation gives you the right to object to the processing of your personal data in certain circumstances or withdraw your consent to the processing of your personal data where this has been provided.

You also have the right to access information held about you and for this to be provided in an intelligible form.

If you would like a copy of some, or all, of your personal information, please send an email to info@raynersheridan.com

You can also ask us to undertake the following:

1. Update or amend your personal data if you feel this is inaccurate
2. Remove your personal data from my database entirely
3. Send you copies of your personal data in a commonly used format
4. Restrict the use of your personal data

I may request specific information from you to help me confirm your identity and your right to access, and to provide you with the personal data that I hold about you or make your requested changes.

Data protection legislation may allow or require me to refuse to provide you with access to some or all the personal data that I hold about you or to comply with any requests made in accordance with your rights referred to above.

If I cannot provide you with access to your personal data, or process any other request we receive, I will inform you of the reasons why, subject to any legal or regulatory restrictions.

Please email any requests relating to the above to info@raynersheridan.com specifying your name and the action you would like me to undertake.

Right to Withdraw Consent

Where you have provided your consent to the collection, processing, and transfer of your personal data, you have the legal right to withdraw your consent under certain circumstances.

To withdraw your consent, if applicable, please contact me at enquiries@raynersheridan.com

Changes to Our Privacy Policy

I reserve the right to update this privacy policy at any time, and any changes I make to my privacy policy will be posted on this page.

I will notify you if there are any changes to this policy that materially affect how I collect, store or process your personal data.

If I would like to use your previously collected personal data for different purposes than those I notified you about at the time of collection, I will provide you with notice and, where required by law, seek your consent, before using your personal data for a new or unrelated purpose.

I may process your personal data without your knowledge or consent where required by applicable law or regulation.

Contact Me

If you have any questions, comments or requests regarding this policy or how I use your personal data please contact info@raynersheridan.com

If you are dissatisfied with the response to any enquiries raised to me, you have the right to contact the Information Commissioners Office at <https://ico.org.uk/global/contact-us/>

This privacy policy was last updated in August 2020.

NON-DISCLOSURE AGREEMENTS (NDA)

I understand that in order to discuss an issue then you may need to share highly confidential information with me. I operate with the highest professional and ethical standards and I am happy to sign a mutual non-disclosure agreement at any stage of the consultancy process.

If you are unsure whether you will require to have a Non-Disclosure Agreement (NDA) in place then please contact me.

INSURANCE

All the work that I undertake is fully insured. My Public Liability Limit of Indemnity is £2,000,000 and my Professional Liability Limit of Indemnity Limit is £2,000,000.

PRICING

Initial Consultation

The first 60 minutes of the consultation will be free of charge. At the end of the first 60-minute period if the client wishes to continue with the call then a fee of £20 for every 15-minute block will be levied. This applies if the call is a continuation of the original call, or if a further follow-up call is scheduled. Only one free of charge 60-minute call per client in any rolling 12-month period is permitted unless otherwise agreed.

One Day Workshops

The prices quoted for the workshop **do not include** any other reasonable additional costs incurred to support the workshop. These additional costs will be agreed in advance and added to the final invoice to be submitted after the completion of the workshop.

Expert Consultancy

Consultancy rates will vary depending upon several factors. Each project is unique and will require an individual quotation tailored to your specific project. Following the consultation, I will provide a written Proposal that includes a Statement of Work, resources required to complete the work, an estimate of the time required to deliver the work and all associated pricing. All pricing and associated costs will be clear and agreed before any work commences.