



PRIVACY POLICY

CONTACT DETAILS

Manley Talks Ltd.

Manley Talks Ltd is a global consultancy business that is registered in the United Kingdom. The company registration number is 03742704. Our registered address is: 2 Castle Business Village, Station Road, Hampton, TW12 2BX.

Manley Talks Ltd is the 'controller' of your personal information and is responsible for it. This privacy policy explains how we may collect and process the information you give us.

If you have any questions regarding our Privacy Policy, please write to:

info@manleytalks.com

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PRIVACY POLICY

COLLECTING PERSONAL INFORMATION

We collect personal information in the following ways:

When you provide it directly

For example, when you:

- enquire about our activities or services
- visit our website
- sign up to receive updates from us
- post content to our website or via our social media
- meet with us
- attend an event at which Manley is speaking/facilitating
- communicate with us (either online, by email, phone, SMS or post)

Via social media

Depending on your settings and the relevant policies and terms of service, when using social media and messaging services like Linked In and Twitter, you might give us permission to access information about you from those accounts or services.

When we collect information when you are using our website

Upon visiting our website, information about your visit is recorded and stored. See the section below on the use of cookies for more details.



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CATEGORIES OF PERSONAL INFORMATION

The types of personal information we collect depends on how we intend to use it.

We collect, store and use the following kinds of personal information:

- Identity data, including your name, e mail address, telephone number
- Contact data, including your email address, company postal address, and phone number
- Contractual data to enable the contract to be fulfilled.
- Technical data such as your IP address, when you browse our website.
- Marketing data such as your preferences for receiving communications from us.
- Financial data in relation to payment of services and contractual obligations.
- Taxation data when required by UK HM Revenue and Customs i.e. VAT number
- Any other information you provide us as above (see “How we collect personal information”).
- We do not collect sensitive personal data.

USE OF YOUR PERSONAL INFORMATION

We will use your personal information in a number of ways depending on the purposes for which it has been collected, including for the following purposes:

- To provide you with the services or any information you have requested
- To update you about any changes to our services
- To communicate with you as set out in this policy below (including administrative communications as well as communications about our work).
- To administer payments.
- To display your opinion/testimonial on the website (if you have agreed to do so).
- To administer our website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes.
- To maintain our organisational records and ensure we have your most up-to-date details, including marketing preferences



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- To help us improve our services or information-offering, and improve your interactions with our website (including via cookies).
- To enable you to participate in interactive features on our website
- To enable you to participate in voluntary surveys or research
- To analyse your website behaviour
- To tailor advertising that is presented to you on the internet according to your interests, preferences and other characteristics, and to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you
- To deal with enquiries and/or complaints made by or about you
- To audit and/or administer our accounts
- To help us work with third parties to ensure that we send you targeted communications (see “What categories of personal information do we collect?” above)

COMMUNICATING WITH YOU

Administrative & financial communications

We will communicate with you using the contact details you have provided for essential administrative purposes, including the completion of a “Contract of Service”.

Marketing communications

(a) Newsletters – relevant to Manley’s work in the field of compassionate leadership.

(b) Events – public events where Manley will be speaking or events that may be of interest.

(c) Products – offers relating to Manley’s book “Compassionate Leadership” and the online Compassionate Leadership Academy.

You are in control of how we use your personal information for marketing purposes and can update your preferences at any time. If you would like to contact us about your marketing preferences, please email info@manleytalks.com .



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If you ask us to stop sending you marketing materials, we will keep a record of your contact details and appropriate information to enable us to comply with your request not to be contacted by us.

CHILDREN'S DATA

We do not actively collect information from children (under-18s).

USE OF COOKIES

'Cookies' are small pieces of information stored on your computer or mobile device when you visit our website, to collect information and identify you. Manley Talks Ltd uses Google Analytics to observe user behaviour on the website manleytalks.com

DATA SAFETY & ACCESS

We place great importance on the security of your personal information and always take appropriate precautions to protect it.

We ensure that there are security measures in place to protect your personal data. For example, we use encryption technology on our websites and carry out regular security reviews on our network. (SSL certified).

Only employees of Manley Talks Ltd have access to your information.

Payment of invoices by debit/credit card are processed securely by our payment processing providers (PayPal Inc.) who meet the required Payment Card Industry (PCI) Security Standards. We do not have access to your card details.

Payment by BACs is protected by the relevant banking or financial authority.

Purchases of the book *Compassionate Leadership* by Manley Hopkinson, from the Manley Talks website is processed directly by Amazon.co.uk. We do not have access to your card details.



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SHARING PERSONAL DATA

We will not share your personal information with others unless we have a duty to do so, to comply with a legal obligation, or in order to protect the rights, property or safety of Manley Talks Ltd, our employees, suppliers, customers or others. This includes for example:

Service providers who provide IT and system administration services

Professional advisers including lawyers, bankers, auditors and insurers who provide consultancy, banking, legal, insurance and accounting services.

HM Revenue and Customs, regulators and other authorities based in the United Kingdom and other relevant jurisdictions

KEEPING INFORMATION UP TO DATE

Where possible, we will endeavour to keep our information up to date. However, we really appreciate it if you let us know if your contact details change. Please contact us info@manleytalks.com

LENGTH OF STORAGE OF PERSONAL DATA

For some information we hold, there are legal requirements which determine how long we must keep it. For example, HMRC require us to retain details of financial transactions between Manley Talks Ltd, its customers and suppliers for 6 years.

Generally, we hold your personal information on our systems for as long as is necessary for the relevant activity, for example, in general we will only keep your contact information for as long as our interactions with you continue and for six years thereafter.



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LEGAL BASIS FOR PROCESSING OF INFORMATION

Data privacy law requires us to have one or more lawful grounds to process your personal information. The following grounds are relevant to our use of your information:

- Consent. In many cases we will seek consent to process your personal information, for example to send you relevant information in relation to Manley Talks activities. Where we do rely on consent, you are entitled to withdraw it at any time.
- Where we have a contractual relationship with you. If we enter into a contract with you, we will process information to administer that contract.
- Legal obligations. We will sometimes pass on personal information to comply with legal obligations such as providing tax information to HMRC.
- “Legitimate Interests”. Where it is appropriate we rely on the processing being in our legitimate interests, provided we are confident that such processing is not likely to override your own legitimate interests or rights and freedoms.
- Administration,
- Financial management and control

YOUR RIGHTS

You retain ultimate control of how we use your personal information.

You can always request details and copies of the information we hold about you.

Data privacy law gives you a number of additional rights. These include:

- The right to rectification: To have personal information amended if it is inaccurate or incomplete. You can ask us to check the personal data that we hold about you if you are unsure.
- The right to erasure: In some cases, to have your personal information erased (or anonymised), including when consent is withdrawn, your information is being unlawfully processed or it is no longer necessary for us to process it.
- The right to data portability. Where we are processing your information on the basis of consent you can request it to be transferred from one service provider to another in a suitable format.



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- The right to object. You can ask us to stop processing your personal information in certain circumstances, including an absolute right to ask us to stop processing for direct marketing.
- The right to restrict processing. If there is any disagreement about the accuracy or legitimate usage of your personal information, you can ask us to “hold” it but not use it further, whilst the issue is resolved.
- You also have rights in relation to “automated decision making”. Manley Talks Ltd does not currently undertake this activity, which involves complex computerised processes which produce legal effects.

If you want to enforce any of these rights in respect to your personal information, please contact: info@manleytalks.com

Please be aware that the above descriptions are necessarily brief and non-legal. You may only exercise some of these rights in limited circumstances and for more information on these rights please read the relevant guidance issued by the ICO, the regulatory body in the UK for data privacy.

COMPLAINTS

If you would like to make a complaint about how we process your personal data, please contact info@manleytalks.com

You are entitled to [make a complaint to the Information Commissioner’s Office](#) at any time. However, we are grateful for the opportunity to address your concerns before you feel this step is necessary.

CHANGES TO THIS PRIVACY POLICY

This policy may change from time to time. If we make any significant changes to this policy, we will publicise these changes clearly on our website or contact you directly if necessary.

This Privacy Policy was last updated on 18 June 2018.

Please revisit this policy each time you consider giving your personal information to Manley Talks Ltd.