

Privacy Policy

1. IMPORTANT INFORMATION

PURPOSE OF THIS PRIVACY POLICY

Womens Utilities Network Limited (**WUN**) are committed to protecting and respecting your privacy. This privacy policy will inform you as to how we look after your personal data and tell you about your privacy rights and how the law protects you.

This privacy policy aims to give you information on how WUN collects and processes your personal data and what we do to ensure it is kept private and secure. This includes any personal data you provide through our contact form on our website or when you purchase services from us.

It is important that you read this privacy policy together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data.

CONTACT DETAILS

WUN (Womens Utilities Network) Limited (registered in England and Wales with Company number 15718558)

If you wish to make a complaint to WUN about the way in which we have processed your personal information please get in touch with us by email: admin@thewun.co.uk

If you remain dissatisfied with the response received, you have the right to lodge a complaint to the Information Commissioner's Office (ICO). The ICO is the UK's independent body set up to uphold information rights, and they can investigate and adjudicate on any data protection related concerns you raise with them. They can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire

SK9 5AF

0303 123 1113

[ICO website](#)

CHANGES TO THE PRIVACY POLICY AND YOUR DUTY TO INFORM US OF CHANGES

This version was created on 8th August 2024 and is kept under review. This version (last reviewed 25th September 2024) replaces any previous privacy policy available on our website. Please check back regularly to view the latest version.

Data protection law in the United Kingdom changed following the UK's exit from the European Union, and the UK is now directly responsible under its domestic jurisdiction for the implementation of the General Data Protection Regulation (EU) 2016/679 ("**GDPR**"). This implementation includes, but is not limited to, both the Data Protection Act 2018 and the UK's retained EU law version of the GDPR ("**UK GDPR**").

Although this Privacy Policy sets out your rights under the UK GDPR, there may be changes from time to time, as the UK implements the transition from the GDPR to the UK GDPR, or instigates any periodical changes. It may also be the case that changes are made to the UK GDPR, which are not mirrored in the version of the GDPR maintained by the European Union

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

THIRD-PARTY LINKS

Our website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice or policy of every website you visit.

2. THE DATA WE COLLECT ABOUT YOU

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data about you:

- **Contact Data** includes contact and billing addresses, delivery address, email address and telephone numbers.
- **Financial Data** includes bank account and payment card details.
- **Transaction Data** includes details about payments to and from you, and other details of products and services you have purchased from us.
- **Technical Data** includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website.
- **Usage Data** includes information about how you use our website, products and services.
- **Marketing and Communications Data** includes your preferences in receiving marketing from us and your communication preferences, records of any correspondence you send us and responses to surveys that we use for research purposes.
- **Data collected during the delivery of our products or services** includes personal data related to your participation in our events, mentoring programmes, training programmes and other services.

We do not collect any **Special Categories of Personal Data** about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able

to perform the contract we have or are trying to enter into with you (e.g. training provision).

3. HOW IS YOUR PERSONAL DATA COLLECTED?

We use different methods to collect data from and about you including through:

DIRECT INTERACTIONS

Personal data is usually collected from you through direct interactions with us. You may give us your data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:

- Enquire about our services
- Subscribe to our newsletter or other publications
- Attend an event run by us, including any webinar, forum or similar event, or any training courses which are organised or provided by us, or which we are otherwise involved with
- provide us with your details at any event (such as by providing us with your business cards, or a LinkedIn profile)
- Respond to a customer surveys
- Request marketing to be sent to you
- Providing us with feedback.
- We may automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, and other similar technologies. Please see how we use cookies for further details.

We may collect personal data from our partners or third parties, including through your LinkedIn, Twitter or other online profiles, or from other businesses or sub-contractors that we work with and collect personal data about you, who have provided your personal information to us, either with your consent or on some other lawful basis.

USE OF COOKIES

We collect data about the activity of visitors to many our website. This data is not used to identify you personally but it gives us aggregate level information on user activity that helps us improve the functionality and experience of the website. The

data that is collected may include the date and time you visit the website, information on your location inferred from your IP address, and the content you view.

Click [here](#) to find out more about Google Analytics and how it collects and processes data.

4. HOW WE USE YOUR PERSONAL DATA

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

Provide and manage our services

- To manage event registrations and participation
- To provide mentoring, training, and other related services
- To facilitate services provided by trainers and mentors on our behalf

To communicate with you

- To send you information about our services, events, and updates
- To respond to your inquiries and provide customer support

For marketing and research purposes

- To send you promotional materials and newsletters
- To analyse and improve our services and website

To comply with legal obligations

- To comply with applicable laws, regulations, and legal processes

5. DISCLOSURE OF YOUR INFORMATION

We may have to share your personal data with the parties set out below:

- Professional advisers acting as processors including lawyers, bankers, auditors and insurers based who provide consultancy, banking, legal, insurance and accounting services.
- HM Revenue & Customs, regulators and other authorities acting as processors or joint controllers based in the United Kingdom who require

reporting of processing activities in certain circumstances.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

6. INTERNATIONAL TRANSFERS

We do not transfer your personal data outside the United Kingdom or other territories which the United Kingdom government has determined have in place adequate safeguards around data protection and privacy, such as the European Economic Area (EEA).

7. DATA SECURITY

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

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

7. 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.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

8. YOUR LEGAL RIGHTS

Under certain circumstances, you have rights under data protection law in relation to your personal data 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 personal 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 personal information in certain circumstances.
- Your right to object to processing – You have the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability – You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.
- Your right to withdraw consent – You have the right to withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent

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. Alternatively, we may 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.

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

Please contact us at admin@thewun.co.uk if you wish to make a request.