



ARC Management and Consultancy Services

Privacy Notice

1. Who We Are

ARC Management and Consultancy Services is the data controller responsible for your personal information.

ARC Management and Consultancy Services is committed to protecting and respecting your privacy and handling your personal information in a lawful, fair, and transparent manner in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and other applicable data protection legislation.

This Privacy Notice explains how we collect, use, store, and protect your personal information, as well as your rights in relation to that information.

Contact Details:

ARC Management and Consultancy Services

Priory Campus
Pontefract Road
Barnsley
S71 5PN

Telephone: 01226 729896

Email: hello@arcmanagementconsultancy.co.uk

If you have any questions regarding this Privacy Notice or how we process your personal information, please contact us using the details above.

2. The Personal Information We Collect

We may collect, use, store, and process the following categories of personal information:

Identity and Contact Information

- Full name
- Postal address
- Email address
- Telephone number
- Job title and organisation details (where applicable)

Communication Information

- Records of correspondence with us
- Telephone calls, emails, enquiries, and communications
- Feedback or complaints

Service Information

- Information you provide to enable us to deliver our services
- Information relating to contracts, projects, consultancy, or support services

Financial Information

- Billing address
- Payment details
- Bank account information where required for payments or refunds
- Transaction history

Technical and Usage Information

Where you interact with our systems or website, we may collect:

- IP addresses
- Device information
- System access logs
- Website usage information
- Cookies and analytics data (where applicable)

We only collect personal information that is necessary, relevant, and limited to the purposes for which it is processed.

3. How We Collect Personal Information

We obtain personal information:

- Directly from you when you contact us or engage our services
- Through contractual relationships
- Through communications with you
- From publicly available sources where appropriate and lawful
- Through our website or IT systems where applicable

4. Why We Process Your Personal Information

We process personal information for the following purposes:

- To provide consultancy and management services
- To manage customer relationships and communications
- To administer contracts and agreements
- To process payments and maintain financial records
- To respond to enquiries and requests
- To comply with legal and regulatory obligations
- To protect our systems, services, and business operations
- To maintain security, prevent fraud, and investigate incidents
- To improve our services and business operations

5. Lawful Bases for Processing

Under the UK GDPR, we rely on one or more of the following lawful bases when processing personal information:

Contractual Necessity

Processing is necessary for the performance of a contract with you or to take steps before entering into a contract.

Legal Obligation

Processing is necessary for compliance with legal or regulatory obligations.

Legitimate Interests

Processing is necessary for our legitimate business interests, provided those interests are not overridden by your rights and freedoms.

Our legitimate interests include:

- Delivering and improving our services
- Maintaining business records
- Ensuring information and cyber security
- Preventing fraud and misuse
- Managing customer relationships

Consent

Where required by law, we will obtain your consent before processing your information.

You may withdraw consent at any time by contacting:

hello@arcmanagementconsultancy.co.uk

Withdrawal of consent will not affect the lawfulness of processing carried out before consent was withdrawn.

6. Sharing Your Personal Information

We may share personal information where necessary with:

- Professional advisers and consultants
- IT service providers and cloud hosting providers
- Payment providers and financial institutions
- Regulatory authorities, law enforcement, or government bodies where legally required
- Third parties where you have provided consent

We require all third parties handling personal information on our behalf to:

- Keep it secure and confidential
- Act only on our instructions
- Comply with applicable data protection laws

We do not sell personal information to third parties.

7. International Transfers

Where we use cloud-based or third-party service providers, personal information may be transferred outside the United Kingdom.

Where international transfers occur, we will ensure appropriate safeguards are in place, including:

- UK adequacy regulations
- International Data Transfer Agreements (IDTAs)
- Standard Contractual Clauses (SCCs)
- Appropriate security and contractual protections

8. How We Store and Protect Personal Information

We maintain appropriate technical and organisational security measures designed to protect personal information against:

- Unauthorised access
- Accidental loss
- Destruction or damage
- Misuse or disclosure

Security measures may include:

- Access controls and user permissions
- Password protection and multi-factor authentication
- Encryption technologies
- Secure IT infrastructure
- Staff confidentiality obligations
- Cyber security monitoring and controls

Access to personal information is restricted to individuals who have a legitimate business need to access it.

9. Data Retention

We will only retain personal information for as long as necessary to fulfil the purposes for which it was collected, including for legal, accounting, regulatory, or operational requirements.

As a general rule:

- Customer and contact records are retained for up to 6 years following the end of the business relationship.
- Financial records may be retained for longer where required by HMRC or other legal obligations.

At the end of the retention period, personal information will be securely deleted, destroyed, anonymised, or otherwise disposed of.

Paper records will be securely shredded or confidentially disposed of. Electronic records will be securely deleted from systems and storage locations where appropriate.

10. Your Data Protection Rights

Under UK data protection law, you have the following rights:

Right of Access

You have the right to request copies of your personal information.

Right to Rectification

You have the right to request correction of inaccurate or incomplete personal information.

Right to Erasure

You have the right to request deletion of your personal information in certain circumstances.

Right to Restrict Processing

You have the right to request restriction of processing in certain circumstances.

Right to Object

You have the right to object to processing based on legitimate interests or direct marketing.

Right to Data Portability

You have the right to request transfer of your personal information to another organisation or directly to you where applicable.

Rights Relating to Automated Decision-Making

You have rights relating to automated decision-making and profiling where applicable.

You are not normally required to pay a fee to exercise your rights.

11. Subject Access Requests

Requests relating to your personal information or data protection rights should be submitted to:

hello@arcmanagementconsultancy.co.uk

or by post to:

ARC Management and Consultancy Services

Priory Campus
Pontefract Road
Barnsley
S71 5PN

We recommend requests are made in writing to assist with record keeping and verification.

We may request proof of identity before responding to requests.

We will normally respond within one month of receiving a valid request.

12. Data Breaches

We have procedures in place to identify, investigate, and manage personal data breaches. Where legally required, we will notify:

- The Information Commissioner's Office (ICO)
- Affected individuals

within applicable statutory timescales.

13. Complaints

If you have concerns about how we use your personal information, please contact us first so we can investigate and resolve the matter.

Email: hello@arcmanagementconsultancy.co.uk

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO).

Information Commissioner's Office

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 0303 123 1113
Website: <https://www.ico.org.uk>