



ALP Synergy Ltd

ALP Synergy Ltd Privacy Policy

Our contact details

Name: ALP Synergy Ltd
Address: Fryth Wood, Chepstow, NP166DU
Phone Number: 07854 849829
E-mail: Lesley@alpsynergy.co.uk

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1. The type of personal information we collect

We currently collect and process the following information:

- Name,
- Email address,
- Contact Details (Phone number and address),
- Age,
- Gender,
- Race or ethnic origin,
- Business Bank Details (for specific contracts),
- Disability.



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2. How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To provide you with business support,
- To connect you with other organisations, with your permission,
- To keep you informed of business support opportunities.

We also receive personal information indirectly, from the following sources in the following scenarios:

- Contracting authorities who we are delivering support on behalf of.

We may share this information with the contracting authorities with your permission.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- **Your consent. You are able to remove your consent at any time. You can do this by contacting lesley@alpsynergy.co.uk**

3. How we store your personal information

Your information is securely stored.

We keep all data for 12 months from our last interaction. We will then dispose of your information by deleting it from all files and data stores.

4. Your data protection rights

Under data protection law, you have rights 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.



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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 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.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at lesley@alpsynergy.co.uk if you wish to make a request.

5. How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at lesley@alpsynergy.co.uk .

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>