



Positive Steps Limited Privacy Notice

(Information collected by Positive Steps Limited is covered by this Privacy Notice.)

Personal information is collected:

- As part of organisation's notification procedures.
- When emails are sent to Positive Steps email addresses.
- If required during telephone conversation or in person.
- During complaints or enquiries.

How this information is used:

- Organisations collect data as part of notification procedures and in so doing are legally required to notify the Data Protection Commissioner of the data they require which is implied into a public register.
- Information collected by emails, telephone or in person including enquiries may be recorded as part of the customer relationship management system.
- Information collected as a result of a complaint is handled confidentially however the person who the complaint is about will be provided with some personal information. Complainants are able to state if they do not wish for information to be passed on.

Confidentiality:

Positive Steps Limited will not share your personal information without consent unless there is a lawful reason or to comply with a criminal investigation. In certain circumstances where it is deemed helpful to disclose personal information such as during investigation of a complaint or enquiry, we will therefore seek to obtain your consent.

You may access your personal information:

The Data Protection Law protects your right to access information we keep about you. If you would like to access it then a subject access request must be made in writing to the Positive Steps Limited address found under the Contact Us section of the website.

Other websites:

Positive Steps Limited does not accept responsibility for the collection of data of other websites accessed via their website. It is advised to read the websites own Privacy Statements.