
Why we collect personal data

Indigo Edge work with businesses and Local Authorities to tailor solutions that fit their current needs and aspirations. To do this we need to collect and process personal data to enable us to deliver services agreed with our clients, to meet our company legal obligations and to undertake marketing to grow our business.

If you provide information to us or through a third party this will be held by us. This privacy notice is to let you know how we look after your personal information and in a way that you would expect protects your personal data and privacy within the requirements of the latest legislation. This notice also tells you about your privacy rights and how the law protects you.

The Data Protection Law

The General Data Protection Regulation (GDPR) exists to ensure we process your information in a manner which is lawful, only if we have a proper reason to do so and we keep you informed of what we do with your information.

If we have a business reason to process your information, to offer or market you services this is referred to as Legitimate Interest. We also have certain legal obligations where we must process your information. Where neither of these apply we will ask your permission (consent) to collect the information and inform you how it will be used. We can also process your information under any contractual obligation if a formal contract exists.

How we collect your information

We collect data from various sources, including our website, public domain, third parties we engage with to offer services, paper forms, correspondence, telephone & e-mail. We collect your information when you contact us, apply for a service or enter a contract with us.

Types of people we hold information about

As part of our normal business activities and to provide services to our customers, we collect personal data from the following categories of person:

Type of Person	Definition
Clients	A person who service is provided to.
Contractors & Associates	A person who provides service for the Company to clients.
Business Contacts	A person who is a business contact.

Types of personal information we collect

Type of Information	Definition
Business Contact	Your name, employment related personal data, postal address, and how to contact you.
Socio demographic	This includes details about your work or profession job title.
Transactional	Details about payments to and from your accounts with us.
Contractual	Details about the products or services we provide to you
Technical	Details about the devices and technology you use.
Communications	Letters and e-mails you write to us, and conversations between us.

In addition, Indigo Edge will as required by the client, collect additional personal data to meet that client's operational needs. Indigo Edge does not normally collect personal data that can be aligned with any special or similar categories, that is especially sensitive personal information; if it is necessary to process such data to meet the client's needs then special arrangements will be agreed with the client in advance.

In the course of business, Indigo Edge clients may request specific activities to be carried out on their behalf, and as such Indigo Edge processes the personal data that the clients have collected and shared. In these circumstances Indigo Edge will always ensure that the clients will share only the minimal personal data necessary to carry out that specific activity to be completed.

What we do with your personal data

Indigo Edge uses the personal data it collects, processes and retains to:

- Provide to its clients the services it has been commissioned to carry out;
- Invoice its clients for the services provided;
- Pay its suppliers for goods and services received;
- Meet its legal obligations as a private limited company; and
- Market its own business.

Where a client has provided SR Consulting with personal data to carry out a specific task on its behalf then SR Consulting will only use that personal data for that task, and only retain that personal data whilst that specific task is active.

How we protect, store and dispose of your personal data

Indigo Edge protects your personal data that it collects, processes, and retains by:

- Taking all reasonable organisation steps to ensure the security of personal data, including security of hardware and passwords;
- Only using software products from reputable providers;
- Carrying out all its banking activities via its on-line account;
- Shredding disposal of all paper waste

Indigo Edge will keep your personal information for as long as you are one of its clients. After you stop being a client, Indigo Edge may keep your data longer for the following reasons:

- To offer our goods and services to you.
- To respond to any issues that may arise, such as questions or complaint.
- To analyse the quality of the services we offer.
- To comply with rules and legal obligations which apply to us about keeping records.

We may also keep your data for longer than stated if we cannot delete it for legal, regulatory or technical reasons. Indigo Edge will carry out a data cleansing exercise every year to remove any personal data that it no longer requires.

Your Rights as an Individual

Under the General Data Protection Regulation, you have certain rights as an individual. Details of your rights can be found below. In all cases see the How to Contact Us section at the bottom of this page to enact the relevant right.

Identification Requirements For all the rights below and fraud prevention, the first check we must make is to satisfy ourselves you are who you say you are. We will take necessary steps on a case by case basis to ensure we have obtained necessary identification before proceeding with any request.

Right to complain. You have a right to complain in relation to data privacy, if you are not happy with how we have processed your information. You also have the right to lodge a complaint with the regulator.

In the UK the regulator is the Information Commissioner's Office and you can report a concern to them (<https://ico.org.uk/concerns/>)

Right to Access. You have a right to request a copy of the information that we hold about you.

Right to Portability. You have a right to request a copy of your information in a format that can be taken to a supplier which is offering related services to us to enable you to switch to them as a service provider where applicable.

Right to Withdraw Consent. Where we have asked and you have given consent, you have at any time the right to withdraw consent.

Right to Rectification. If your information is incorrect, you have a right to request we correct this in our systems.

Right to Erasure. If we do not have a Legal Basis, obligation or purpose to keep your information, you will have a right to ask us to delete the information we hold about you.

Right to Object or Restrict Processing. If you believe the information we hold about you is incorrect, or we are making automated decisions using your information, you have the right to object to the processing until any concerns have been addressed.

How to contact us

We have appointed a Data Protection Officer (DPO) who can be contacted in relation to any of the above. You can also write to us at the details below or call us.

DPO officer e-mail: sarah.pritchard@indigoedge.co.uk

Telephone: 07766 654949

Address: The DPO, Indigo Edge Ltd, Millweye House, Henton, Chinnor, Oxon, OX39 4AE

Marketing

Indigo Edge may wish to provide you with information about some of the services it provides or is planning to provide to its clients. Indigo Edge will only do so if it has your consent to do so or it considers such an activity is in the legitimate interests of the development of its business, such as if you are an existing client. If Indigo Edge does contact you on such a basis then it will always offer you the opportunity to tell it that you do not want to receive any further such information.

Cookies

Indigo Edge website uses cookies to see how many people visit the site and which pages are viewed and for how long, none of the information we gather via cookies identifies you as an individual – it is all entirely anonymous.

There may be links to other websites contained within the Indigo Edge pages and we are not responsible for the content and cookies they may use.

If you would like to find out more about what cookies are and do, please visit: <http://www.whatarecookies.com/>

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