



Privacy and Data Security Notice

3KQ collects and processes your personal information in accordance with this privacy notice and in compliance with the relevant data protection regulations and laws. This notice provides you with necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

Who Are We?

3KQ Limited is an independent stakeholder engagement consultancy registered in the UK. Our registered address is 3KQ Ltd, c/o Moore and Smalley Accountants, Kendal House, Murley Moss Business Village, Oxenholme Road, Kendal, Cumbria, LA9 7RL. We are a company registered in England and Wales under Company Number 5087808.

What information does 3KQ collect?

Clients and sector colleagues. For our clients and colleagues in the sector we may contact you if you are on our newsletter list for updates, where you have consented to us using your details and until you notify us otherwise and/or withdraw your consent.

Additionally we will collect and hold necessary data for client contacts for us to carry out our contract with you.

Stakeholder Participants. We collect and process information that stakeholders provide to us for each of our projects. This may include, but not be limited to, information such as their name, address, organisational role and other contact information. It may also include any registration forms, consents, worksheets, feedback forms or other written activities you complete during a meeting or survey you participate in with us. This information is obtained either by open searches (online and telephone), or it is provided by our main client contact under their own privacy policy in the interests of completing the contract.

Occasionally our events may be recorded or photographed. We will always make sure stakeholders are aware of what is being recorded at the event before we begin, how this will be used and by whom.

We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this policy.

All stakeholder opinions and views will be kept anonymously and will not be associated with your name or other identifying details without your express consent.

Who will have access to your information?

Clients and sector colleagues. All the core 3KQ team involved in a specified project will have access to the contact details of the client and close client colleagues, as necessary to complete the agreed contract. Occasionally we will pass a client contact on to an approved sub-contractor for the purposes of the contract, for example but not limited to: graphic design, video production, photographic processing.

Access to information regarding the sector colleagues who have signed up for newsletter updates is restricted to the two 3KQ Directors only.

Stakeholder Participants. Access to stakeholder data is limited to only the 3KQ team directly involved in the specified project. As above, this occasionally includes an approved sub-contractor to support the completion of the contract, under 3KQs control, such as graphic design, video production or photographic processing.

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this policy or where there is a legal requirement for us to do so.

How long does 3KQ hold your data?

We aim to keep personal data to the minimum necessary and delete it when we no longer need it. We will keep information of your participation in a stakeholder project for up to 12 months after the completion of a project. This will include your name, organisational role and contact details.

All such information is held securely on our servers and deleted securely.

How does 3KQ hold your personal information securely?

We take our responsibilities seriously to keep personal information secure. Precautions in place include appropriate physical security of our locations, controlled access to computer equipment, and the use of secure, encrypted internet connections when collecting personal information. We provide training to our team who handle personal information to ensure that they look after all personal information properly. 3KQ is Cyber Essentials accredited: a recognised government-backed cyber security certification scheme designed to protect against cyber-attacks.

Your Rights

You have the right to access any personal information that 3KQ processes about you and to request information about:

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to do so as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing (where applicable) in accordance with the data protection laws; as well as to object to any direct marketing from us.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

Choice & Consent

Clients

Clients provide their contact details upon their first contact with us, and when they contract with us to deliver work for them.

Sector colleagues

Sector colleagues who register on our website to receive our newsletter (including notification of blogposts) are provided with clear information during the registration process as to the use of their data, and are explicitly requested to provide consent for this as part of registration.

Stakeholder Participants

Stakeholders have the right to withdraw at any time from any engagement project you may be contacted about. 3KQ does not require that you provide us with personal information. Your decision to provide personal information is voluntary. If you do not wish to provide the information requested, however, you may not be able to proceed with involvement in the project for which the personal information is being requested.

What can you do, and who to contact?

- Contact 3KQ if you believe your personal information is incorrect.
- Ask us to securely and permanently delete your personal information.
- Contact 3KQ should you have any questions or concerns about data.

If you have any questions about how your information will be used, or if you have any questions or require further information this privacy policy, our compliance with data protection laws or information we may hold about you please write to Rhuari Bennett, Director of 3KQ, at the address at the top of this document.

Lodging A Complaint

3KQ only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the Information Commissioner's Office Wycliffe House, Water Lane Wilmslow, Cheshire, SK9 5AF Tel: 0303 123 1113.

Changes to this privacy policy:

We keep our privacy policy under regular review. This policy was last updated on 20th October 2023.