Privacy Policy

Last updated: 18th of November 2026

This Privacy Policy explains how Pamela Redford Consultancy ("we", "us", or "our") collects, uses, and protects your personal data when you visit our website www.pamelaredfordconsultancy.com. We are committed to safeguarding your privacy in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1. Who We Are

Data Controller: Pamela Redford Consultancy
Contact Email: contact@pamelaredfordconsultancy.com

2. Information We Collect

We may collect and process the following categories of personal data:

- **Information you provide directly**: such as your name, email address, phone number, and other contact details (e.g., when filling out a contact form or subscribing to a newsletter).
- **Technical data**: including IP address, browser type, operating system, and usage details collected through cookies and analytics tools.
- **Transaction data**: if you purchase products or services, we may collect billing and payment details.

3. How We Use Your Information

We process your personal data for the following purposes:

- To provide and improve our website and services.
- To respond to your enquiries or requests.
- To process transactions and deliver products/services.
- To send you marketing communications (only if you have given consent).
- To comply with legal or regulatory obligations.

4. Legal Basis for Processing

We process your data under one or more of the following lawful bases:

- Your consent (e.g., subscribing to newsletters).
- Performance of a contract (e.g., delivering services you purchased).
- Legal obligation (e.g., record-keeping, tax requirements).
- Legitimate interests (e.g., improving our website, preventing fraud).

5. Data Sharing

We do not sell your personal data. We may share your data with:

- Service providers and business partners (e.g., hosting providers, payment processors).
- Regulators or law enforcement if required by law.
- Third parties in the event of a business transfer (e.g., merger, acquisition).

6. International Transfers

If we transfer your data outside the UK, we ensure that appropriate safeguards (such as Standard Contractual Clauses) are in place to protect your information.

7. Data Retention

We keep your personal data only as long as necessary for the purposes outlined in this Privacy Policy or to comply with legal obligations.

8. Your Data Protection Rights

Under the UK GDPR, you have the following rights:

- The right to access your personal data.
- The right to request correction of inaccurate data.
- The right to request erasure of your data ("right to be forgotten").
- The right to restrict or object to processing.
- The right to data portability.
- The right to withdraw consent at any time.
- The right to lodge a complaint with the Information Commissioner's Office (ICO): https://ico.org.uk.
- To exercise your rights, please contact us at contact@pamelaredfordconsultancy.com.

9. Cookies

Our website uses cookies to improve user experience and analyse traffic. You can manage your cookie preferences through your browser settings.

10. Security

We implement appropriate technical and organisational measures to protect your personal data against loss, misuse, or unauthorised access.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with a revised “last updated” date.

12. Contact Us

If you have questions about this Privacy Policy or how we handle your personal data, please contact:

Email: contact@pamelaredfordconsultancy.com