

In Cool Company Ltd Privacy Notice

Our contact details

Name: In Cool Company Ltd

Address: The Piggery, Bibury, Gloucestershire, GL7 5PD

Phone Number: 0330 111 2069

E-mail: teamcool@incoolcompany.com

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Email addresses
- Website user statistics

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:

- You make an enquiry or a booking on our website
- You call us to make an enquiry or a booking
- You send us an email to make an enquiry or a booking
- You interact with us on social media and provide some personal data

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

- Speaking agencies provide your details if you have requested us to provide a service at an event

We use the information that you have given us in order: to provide you with the product or service that you have requested; to inform you of new products or services that we are offering; to provide you with news and articles related to performance and mindset; to send occasional marketing emails to you.

We may share this information with our CRM system (Pipedrive), our marketing provider (MailChimp), or our partner company (KentonCool.com). We will never sell your personal data.

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

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting teamcool@incoolcompany.com

(b) We have a contractual obligation.

(c) We have a legitimate interest.

How we store your personal information

Your information is securely stored in Microsoft 365, in our CRM system, Pipedrive, and in Mailchimp.

We keep your name and email address for 5 years. We will then dispose your information by permanently deleting it from all databases in which we hold it.

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.

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 teamcool@incoolcompany.com if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at teamcool@incoolcompany.com.

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>