

## About us

1. www.multithinkfacilitation.com (the Website) is owned and operated by Thinking Catalysts Ltd. We are committed to protecting and respecting your privacy online and we take great care to protect your personal information.
2. This Privacy Policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. We also explain your rights and how to contact us. Please read the following carefully to understand our practices regarding your personal data.
3. For the purpose of the Data Protection Act 1998 (the Act), we are the data controller in relation to any personal information you submit. By using the Website and giving your information to us, you indicate your consent to us collecting and using your personal information in accordance with the terms set out in this Privacy Policy. You may choose to register with us in order to fully partake in the services we offer, however, you may choose not to register and still take advantage of any feature of the Website where registration is not required.
4. If at any time you wish to unsubscribe from the Website please email us at [info@performanceliftcoaching.com](mailto:info@performanceliftcoaching.com) and place your email address in the subject of the email. We will send you an email to confirm your request. On confirmation we will remove your information from our active database.

## What information do we collect?

1. In order to provide you with services, we may collect and process the following data about you:
  - Information that you provide by filling in forms on the Website. This includes information provided at the time of registering to use our site, subscribing to our service, posting material or requesting further services. We may also ask you for information when you report a problem with our site.
  - If you contact us, we may keep a record of that correspondence.
  - Details of your visits to the Website and the resources that you access.
  - Details regarding your access to the Website, for example if you reached our site by clicking on a link or advertisement on another site, we may keep a log of that information.
2. We may supplement the information that you provide with other information that we obtain from our dealings with you.

## How will we use your information?

1. All personal information that we obtain about you will be recorded, used, and protected by us in accordance with current data protection legislation and this Privacy Policy.

2. We will primarily use your personal information to enable you to subscribe to the Website and to provide you with a customised experience on the Website, for example:
  - to help us to decide what types of products and services will be of most interest to you;
  - to understand your preferences so that we can improve the products or services we offer;
  - to allow you to participate in any interactive features of our service, if you choose to do so;
  - for record keeping purposes;
  - to improve the quality of our site and services;
  - to track activity on the Website;
  - to provide you with information, products or services which we feel may interest you (via post, telephone, fax and/or email), where you have consented to be contacted for such purposes;
  - to notify you about any changes to our service
3. We may create an individual profile for you so that we can inform you of products, services, events or special offers that may be of interest to you.
4. We may disclose your personal information to third parties:
  - if we are under a duty to disclose your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of website use and other agreements; or to protect and defend the rights or property of Thinking Catalysts.

This includes exchanging information with other companies and organisations for the purposes of fraud protection;

## Cookies

1. In common with many other website operators, we may use standard technology called 'cookies' on this website. Cookies are small pieces of information that are stored by your browser on your computer's hard drive and they record how you navigate the Website on each visit.
2. Cookies help us to improve the Website and to deliver an improved service. We may use cookies to:
  - estimate our audience size and usage pattern;
  - speed up your searches;
  - recognise you when you return to the Website.
3. We may also collect cookies and IP addresses to help diagnose problems with our server and for system administration. This information does not identify any individual.
4. Most browsers automatically accept cookies but you can usually refuse to accept cookies by activating the setting on your browser. However, if you select this setting you may be unable to access certain parts of our site.
5. Some advertisers', third party or affiliates' websites that have links on the Website from time to time may also use their own cookies. We have no access to, or control over these cookies.
6. For further information on cookies and how to switch them off see [www.allaboutcookies.org](http://www.allaboutcookies.org).

## What to do if you do not want to receive details of offers

1. If you prefer not to receive details of offers, products and services from us, you can opt out at any time by following the relevant link in any commercial email we send or alternatively by writing to us by mail or email. You can change your mind at any time by contacting us via any of the methods shown below.
2. Please note, if you do opt out of receiving information, we will be unable to keep you informed of new services, products, events or special offers that may interest you.

## Where we will store your personal data

1. The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area (EEA). The data may also be processed by staff operating outside the EEA who work for us, such staff may be engaged in the provision of support services for example. By submitting your personal data, you agree to this transfer, storing or processing.
2. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.
3. Unfortunately, the transmission of information via the internet or mobile networks is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

## Updating and correcting information

1. If you become aware that the personal information we hold about you is inaccurate, you may request that we amend it. You can do so by sending us an email at [info@multithinkfacilitation.com](mailto:info@multithinkfacilitation.com). Please include your name, address and/or email address when you contact us as this helps us to ensure that we accept amendments only from the correct person.
2. We encourage you to update your personal information promptly if it changes.

## Changes to this privacy policy

We aim to meet high standards and our policies and procedures are, therefore, constantly under review.

From time to time we may change our security and privacy policies and any changes we make will be posted on this page. Amendments will be effective when they are posted on the Website.

Please check this page regularly to take notice of any changes we make, as they are legally binding on you. If you access or use the Website after any amendment(s) has taken effect, you will be deemed to have accepted all such amendments.

## Your rights to access your personal information

1. The Act gives you the right to receive a copy of the personal information that we hold about you. Your right of access can be exercised by sending an email to [info@multithinkfacilitation.com](mailto:info@multithinkfacilitation.com). In accordance with the Act, any access request may be subject to a fee of £10 in order to meet our costs in providing you with details of the information we hold about you.
2. To the extent permitted by law, this Privacy Policy is not intended to, and does not, create any contractual or other legal rights.

## How to contact us

1. If you have any comments or questions regarding our Privacy Policy, please contact us at our registered office, Church Barn, New Road, Ryhall, Rutland, England PE9 4HL, or by sending an email to [info@multithinkfacilitation.com](mailto:info@multithinkfacilitation.com).
2. This Privacy Policy is effective as at 29<sup>th</sup> August 2008. © Thinking Catalysts Ltd. All rights reserved.