



oberoi
c o n s u l t i n g

Privacy Policy for Oberoi Consulting Limited

Oberoi Consulting Limited treats the privacy of its customers and website users very seriously and we take appropriate security measures to safeguard your privacy.

This policy explains how we protect and manage any personal data* you share with us and that we hold about you, including how we collect, process, protect and share that data.

** Personal data means any information that may be used to identify an individual, including, but not limited to, a first and last name, a home or other physical address and an email address or other contact information.*

Who we are

Our website address is: www.oberoi-consulting.com

How we obtain your personal data

Information provided by you

You may provide us personal data via application forms, our website, over the telephone or via email. This includes name, address, email address and telephone numbers.

We use this information in order to manage and administer your account.

We may also keep information contained in any correspondence you may have with us by post, email or telephone.

Information we get from other sources

We will only obtain information from third parties if this permitted by law.

We may also use legal public sources to obtain information about, for example, to verify your identity.

How we use your personal data

We use your personal data to manage and administer your account.

Personal information held by Oberoi Consulting Ltd, and/or Oberoi Consulting Ltd trading as Oberoi Business Hub, will only ever be used for the purpose(s) for which it was supplied.

We undertake at all times to protect your personal data as per the requirements of the General Data Protection Regulation (GDPR).

We will also take reasonable security measures to protect your personal data in storage.

Do we use your personal data for marketing purposes?

Oberoi Consulting Ltd, and/or Oberoi Consulting Ltd trading as Oberoi Business Hub, will only use your data for marketing purposes if you have opted in to receive it and only for products and services supplied by us.

We will not disclose your information to any third parties for marketing purposes.

Information about cookies

A cookie is a small text file stored on your computer, which uses a randomly generated identifier used, for example, to anonymously track user behaviour within a website.

Hence, deleting your cache will make you appear as an entirely new visitor.

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t +44 (0)1332 224251 f +44 (0)1332 348814 w www.oberoi-consulting.com e admin@oberoi-consulting.com



For details of how we use cookies please either manually scroll down to the Cookie Policy section below, or click the following link: www.oberoi-consulting.com/privacy-policy#cookie-policy

Sharing Information

We will keep information about you confidential and we will only disclose your information with other third parties with your express consent with the exception of the following:

- Any mailing or printing agents, contractors and advisors that provide a service to us or act as our agents on the understanding that they keep your information confidential.
- Anyone to whom we may transfer rights and duties under any agreement we have with you.
- Any legal or crime prevention agencies and/or to satisfy any regulatory request if we have a duty to do so or if the law allows us to do so.

Transfer of your personal data outside of the European Economic Area (EEA)

We do not transfer any of your personal data outside the EEA.

How long do we keep this information about you?

We keep information in line with our retention policy.

These retention periods are in line with the length of time we need to keep your personal data in order to manage and administer your account.

They also take into account our need to meet any legal, statutory and regulatory obligations.

These reasons can vary from one piece of information to the next.

In all cases our need to use your personal information will be reassessed on a regular basis and information that is no longer required will be disposed of.

Data subject rights

Subject access requests

The General Data Protection Regulation (GDPR) grants you the right to access particular personal data that we hold about you.

This is referred to as a subject access request. We shall respond promptly and certainly with one month from the point of receiving the request and all necessary information from you.

Our formal response shall include details of the personal data we hold about you, including the following:

- Sources from which we acquired the information
- The purposes for processing the information, and
- Persons or entities with whom we are sharing the information

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Right to rectification

You, the data subject, shall have the right to obtain from us, without undue delay, the rectification of inaccurate personal data we hold concerning you.

Taking into account the purposes of the processing, you the data subject, shall have the right to have incomplete personal data completed, including by means of providing a supplementary statement.

Right to erasure

You, the data subject shall have the right to obtain from us the erasure of personal data concerning you without undue delay.

Right to restriction of processing

Subject to exemptions, you, the data subject, shall have the right to obtain from us restriction of processing where one of the following applies:

The accuracy of the personal data is contested by you, the data subject, and is restricted until the accuracy of the data has been verified;

- The processing is unlawful and you, the data subject, oppose the erasure of the personal data and instead request the restriction in its use;
- We no longer need the personal data for the purposes of processing, but it is required by you, the data subject, for the establishment, exercise or defence of legal claims;
- You, the data subject, have objected to processing of your personal data pending the verification of whether there are legitimate grounds for us to override these objections.

Notification obligation regarding rectification or erasure of personal data or restriction of processing

We shall communicate any rectification or erasure of personal data or restriction of processing as described above to each recipient to whom the personal data has been disclosed, unless this proves impossible or involves disproportionate effort.

We shall provide you, the data subject, with Information about those recipients if you request it.

Right to data portability

You, the data subject, shall have the right to receive your personal data, which you have provided to us, in a structured, commonly used and machine readable format and have the right to transmit this data to another controller, without hindrance from us.

Right to object

You, the data subject, shall have the right to object, on grounds relating to your particular situation, at any time to the processing of personal data concerning you, including any personal profiling; unless this relates to processing that is necessary for the performance of a task carried out in the public interest or an exercise of official authority vested in us.

We shall no longer process the personal data unless we can demonstrate compelling legitimate grounds for the processing, which override the interests, rights and freedoms of you, the data subject, or for the establishment, exercise or defence of legal claims.

Right to not be subject to decisions based solely on automated processing

We do not carry out any automated processing, which may lead to an automated decision based on your personal data.



Invoking your rights

If you would like to invoke any of the above data subject rights with us, please write to the Data Protection Officer at 19 St Christophers Way, Pride Park, Derby, DE248JY or email admin@oberoi-consulting.com

Accuracy of information

In order to provide the highest level of customer service possible, we need to keep accurate personal data about you.

We take reasonable steps to ensure the accuracy of any personal data or sensitive information we obtain.

We ensure that the source of any personal data or sensitive information is clear and we carefully consider any challenges to the accuracy of the information.

We also consider when it is necessary to update the information, such as name or address changes and you can help us by informing us of these changes when they occur.

Important information

Questions and queries

If you have any questions or queries which are not answered by this Privacy Policy, or have any potential concerns about how we may use the personal data we hold, please write to the Data Protection Officer at 19 St Christophers Way, Pride Park, Derby, DE248JY or email admin@oberoi-consulting.com

Policy changes

This Privacy Policy is regularly reviewed.

This is to make sure that we continue to meet the highest standards and to protect your privacy.

We reserve the right, at all times, to update, modify or amend this Policy.

We suggest that you review this Privacy Policy from time to time to ensure you are aware of any changes we may have made, however, we will not significantly change how we use information you have already given to us without your prior agreement.

The latest version of this policy can be found at www.oberoi-consulting.com/privacy-policy

If you have a complaint

If you have a complaint regarding the use of your personal data or sensitive information then please contact us by writing to the 19 St Christophers Way, Pride Park, Derby, DE24 8JY or email admin@oberoi-consulting.com and we will do our best to help you.

If your complaint is not resolved to your satisfaction and you wish to make a formal complaint to the Information Commissioner's Office (ICO), you can contact them on 01625 545745 or 0303 123 1113.

You also have the right to judicial remedy against a legally binding decision of the ICO where you consider that your rights under this regulation have been infringed as a result of the processing of your personal data.

You have the right to appoint a third party to lodge the complaint on your behalf and exercise your right to seek compensation.



Cookie Policy for Oberoi Consulting Limited

What are cookies?

Cookies are small text files that are stored by the browser (for example, Internet Explorer or Safari) on your computer or mobile phone.

They allow websites to store things like user preferences.

You can think of cookies as providing a "memory" for the website, so that it can recognise you when you come back and respond appropriately.

How do Oberoi Consulting's websites use cookies?

A visit to a page on Oberoi Consulting's websites may generate the following types of cookie:

- Anonymous analytics cookies
- Geotargetting cookies
- Registration cookies
- Third party cookies

Anonymous analytics cookies

Every time someone visits our website, software provided by Google Analytics generates an "anonymous analytics cookie".

These cookies can tell us whether or not you have visited the site before.

Your browser will tell us if you have these cookies and, if you don't, we generate new ones.

This allows us to track how many individual users we have, and how often they visit the site.

Unless you are signed in to the Oberoi Consulting website, we cannot use these cookies to identify individuals.

We use them to gather statistics, for example, the number of visits to a page.

If you are logged in, we will also know the details you gave to us for this, such as your username and email address.

Geotargetting cookies

These cookies are generated by Google Analytics which tries to work out what country you are in from the information supplied by your browser when you click on a web page.

This cookie is completely anonymous, and we only use for analytics.

Registration cookies

When you register with an Oberoi Consulting website, we generate cookies that let us know whether you are signed in or not.

Our servers use these cookies to work out which account you are signed in with, and if you are allowed access to a particular service.

It also allows us to associate any comments you post with your username.

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Third party cookies

On some pages of our website, other organisations may also set their own anonymous cookies.

They do this to track the success of their application, or to customise the application for you.

Because of how cookies work, our website cannot access these cookies, nor can the other organisation access the data in cookies we use on our website.

For example, when you share an article using a social-media sharing button (for example, Facebook) on our websites, the social network that has created the button will record that you have done this.

How do I turn cookies off?

It is usually possible to stop your browser accepting cookies, or to stop it accepting cookies from a particular website.

However, we cannot tell if you are signed in without using cookies, so you would not be able to post comments.

All modern browsers allow you to change your cookie settings.

You can usually find these settings in the Options or Preferences menu of your browser.

To understand these settings, the following links may be helpful, or you can use the Help option in your browser for more details.

- Cookie settings in Internet Explorer : <http://windows.microsoft.com/en-GB/internet-explorer/delete-manage-cookies#ie=ie-10>
- Cookie settings in Firefox : <http://support.mozilla.com/en-US/kb/Cookies>
- Cookie settings in Chrome : https://support.google.com/chrome/answer/95647?hl=en&ref_topic=14666
- Cookie settings in Safari web : https://support.apple.com/kb/PH17191?locale=en_US
- Cookie settings in iOS : <http://support.apple.com/kb/HT1677>

Useful links

If you would like to find out more about cookies and their use on the Internet, you may find the following links useful:

- Microsoft Cookies guide : <https://support.microsoft.com/en-us/help/260971/description-of-cookies>
- All About Cookies : <http://www.allaboutcookies.org/>

For further legal information about privacy issues, you may find these links useful:

- Data Protection Act 1998 : http://www.opsi.gov.uk/acts/acts1998/ukpga_19980029_en_1
- The Information Commissioner's Office : <http://www.ico.gov.uk/>