

Privacy Policy

Background

We want you, or the entity you are authorised to represent (“you”, or “your”) to visit our website knowing that you have control over your personal data. Your right to privacy and data security is a primary concern and we will take all reasonable measures to protect your information while it is in our care.

We respect and value the privacy of everyone who visits this website, www.transformcornwall.co.uk (“our site”) and will only collect and use personal data in ways that are described here, and in a manner that is consistent with Our obligations and your rights under the law.

This policy explains the data processing practices of www.transformcornwall.co.uk. By submitting identifying data when using the website, you are agreeing to our use of such data as described in this privacy policy. Should you have questions concerning your personal information or any questions on our use of the information, feel free to direct these to info@transformcornwall.co.uk

Information About Us

Our site is owned by Oxford Innovation Services Ltd, a limited company registered in England under company number 07860991, whose registered address is:

Oxford Centre for Innovation
New Street
Oxford
OX1 1BY

Delivering services as Oxford Innovation Services.

Our VAT number is 844286704.

Our Data Protection Manager is Paula Brand, who can be contacted by email at p.brand@sqwgroup.com, by telephone on 01865 261480, or by post at Oxford Centre for Innovation, New Street, Oxford OX1 1BY.

What does this policy cover?

This Privacy Policy applies only to your use of our site. Our site may contain links to other websites. Please note that we have no control over how your data is collected, stored, or used by other websites and we advise you to check the privacy policies of any such websites before providing any data to them.

What personal data do we collect

Depending upon your use of our site, we may collect some or all the following personal [and non-personal] data (please also see section our use of Cookies):

- Personal identification such as name and date of birth.
- Contact information such as email addresses and telephone numbers;
- Demographic information such as post code, preferences, and interests;
- Financial information
- Online identification such as IP address;

How do we use your data?

All personal data is processed and stored securely, for no longer than is necessary in light of the reason(s) for which it was first collected. We will comply with our obligations and safeguard your rights under GDPR at all times.

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Our use of your personal data will always have a lawful basis, either because it is necessary for our performance of a contract with you, because you have consented to our use of your personal data (e.g. by subscribing to emails), or because it is in our legitimate interests. Specifically,

We may use your data for the following purposes:

- Providing and managing your Account;
- Supplying our services to you (please note that we require your personal data in order to enter into a contract with you);
- Personalising and tailoring our services for you;
- Replying to emails from you;
- Supplying you with emails that you have opted into (you may unsubscribe or opt-out at any time by clicking the 'unsubscribe' link at the bottom of the email);
- Analysing your use of Our Site and gathering feedback to enable us to continually improve our site and your user experience;

With your permission and/or where permitted by law, we may also use your data for marketing purposes which may include contacting you by email AND/OR telephone AND/OR post with information, news and offers on Our services. We will not, however, send you any unsolicited marketing or spam and will take all reasonable steps to ensure that we fully protect your rights and comply with Our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003.

You have the right to withdraw your consent to us using your personal data at any time, and to request that we delete it.

How long do we keep your personal data?

We do not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Data will therefore be retained for the following periods (or its retention will be determined on the following bases):

- General enquiries - completion of enquiry plus 6 months.
- Projects – specifically defined for each project and held within the processing activity record
- Visitor – duration of your visit

How and where we store your data

We only keep your personal data for as long as we need to in order to use it as described above in the section titled 'How long do we keep your personal data?', and/or for as long as we have your permission to keep it.

Data security is very important to us, and to protect your data we have taken suitable measures to safeguard and secure data collected through our site.

Do we share your data?

We never share your data with third party marketing companies.

We may share your data with other companies in our group to offer beneficial services. This includes Oxford Innovation Services AND/OR Our holding company and its subsidiaries.

We may sometimes contract with third parties to supply services to you on our behalf. These may include payment processing, search engine facilities, advertising, and marketing. In some cases, the third parties may require access to some or all of your data. Where any of your data is required for such a purpose, we will take all reasonable steps to ensure that your data will be handled safely, securely, and in accordance with your rights, our obligations, and the obligations of the third party under the law.

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We may compile statistics about the use of Our Site including data on traffic, usage patterns, user numbers, sales, and other information. All such data will be anonymised and will not include any personally identifying data, or any pseudonymised data that can be combined with other data and used to identify you. We may from time to time share such data with third parties such as prospective investors, affiliates, partners, and advertisers. Data will only be shared with your consent and used within the bounds of the law.

We may sometimes use third party data processors that are located outside of the European Economic Area (“the EEA”) (The EEA consists of all EU member states, plus Norway, Iceland, and Liechtenstein). Where We transfer any personal data outside the EEA, we will take all reasonable steps to ensure that your data is treated as safely and securely as it would be within the UK and under the GDPR including:

Third Party	Measures in place
Eventbrite	Privacy Shield

In certain circumstances, we may be legally required to share certain data held by us, which may include your personal data, for example, where we are involved in legal proceedings, where we are complying with legal requirements, a court order, or a governmental authority.

What Happens If Our Business Changes Hands?

We may, from time to time, expand or reduce Our business and this may involve the sale and/or the transfer of control of all or part of Our business. Any personal data that you have provided will, where it is relevant to any part of Our business that is being transferred, be transferred along with that part and the new owner or newly controlling party will, under the terms of this Privacy Policy, be permitted to use that data only for the same purposes for which it was originally collected by Us.

In the event that any of your data is to be transferred in such a manner, you will be contacted in advance and informed of the changes. When contacted you will be given the choice to have your data deleted or withheld from the new owner or controller.

How Can You Control Your Data?

You have the right to ask for a copy of any of your personal data held by us (where such data is held) Under the GDPR. Any reasonable request is free of charge and we will provide any and all information we hold. Please contact us for more details at gdpr@sqwgroup.com or using the contact details below. We want to make sure the information we hold on you is correct. To update your information please contact info@transformcornwall.co.uk, or using the contact details below.

Your Right to Withhold Information

You may access certain areas of our site without providing any data at all. For certain services provided by us, you may be asked for your contact details. You may restrict Our use of Cookies. For more information, see Our Use of Cookies section.

Your right to be forgotten

We only hold the minimum amount of personal data required for our processing and for a limited amount of time. However, you have the right to request that we remove or delete your personal data from our processing. Please contact Us for more details at info@transformcornwall.co.uk or using the contact details below in the ‘Contacting Us’ section

How Can You Access Your Data?

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You have the right to ask for a copy of any of your personal data held by us (where such data is held). Under the GDPR, no fee is payable and we will provide any and all information in response to your request free of charge.

Please contact Us for more details at

gdpr@sqwgroup.com

or using the contact details below in the 'Contacting Us' section.

Our Use of Cookies

Our site may place and access certain first party Cookies on your computer or device. First party Cookies are those placed directly by us and are used only by us. We use Cookies to facilitate and improve your experience of our site and to provide and improve our services. We have carefully chosen these Cookies and have taken steps to ensure that your privacy and personal data is protected and respected at all times.

By using our site you may also receive certain third party Cookies on your computer or device. Third party Cookies are those placed by websites, services, and/or parties other than Us. Third party Cookies are used on our site for analytics and advertising services. These Cookies are not integral to the functioning of our site and your use and experience of our site will not be impaired by refusing consent to them.

All Cookies used by and on our site are used in accordance with current Cookie Law.

Before Cookies are placed on your computer or device, you will be shown a pop-up requesting your consent to set those Cookies. By giving your consent to the placing of Cookies you are enabling us to provide the best possible experience and service to you. You may, if you wish, deny consent to the placing of Cookies; however certain features of our site may not function fully or as intended. You will be given the opportunity to allow only first party Cookies and block third party Cookies.

Certain features of our site depend on Cookies to function. Cookie Law deems these Cookies to be "strictly necessary". These Cookies are shown below. Your consent will not be sought to place these Cookies, but it is still important that you are aware of them. You may still block these Cookies by changing your internet browser's settings, but please be aware that our site may not work properly if you do so. We have taken great care to ensure that your privacy is not at risk by allowing them.

The following first party Cookies may be placed on your computer or device:

Name of Cookie	Purpose	Strictly Necessary
wordpress_test_cookie	WordPress sets this cookie when you navigate to the login page. The cookie is used to check whether your web browser is set to allow, or reject cookies.	Yes
wp-settings-6	WordPress uses this cookie to customize your view of admin interface, and possibly also the main site interface.	Yes

and the following third party Cookies may be placed on your computer or device:

Name of Cookie	Provider	Purpose
1P_JAR	Google	These cookies are used to gather website statistics, and track conversion rates.

APISID, SAPISID, SID, SSID, HSID	Google – DoubleClick	Used by Google to store user preferences and information of Google maps
DSID	Google – DoubleClick	These cookies are set by Google DoubleClick and used for serving targeting advertisements that are relevant to you across the web.
IDE	Google – DoubleClick	Used by Google DoubleClick to register and report the website user's actions after viewing or clicking one of the advertiser's ads with the purpose of measuring the efficacy of an ad and to present targeted ads to the user.
NID	Google	The NID cookie contains a unique ID Google uses to remember your preferences and other information, such as your preferred language (e.g. English).
SIDCC	Google	Security cookie to protect users data from unauthorised access
_gads	Google - DoubleClick	These cookies are set by DoubleClick and used for serving targeting advertisements that are relevant to you across the web.
VISITOR_INFO1_LIVE, YSC	YouTube	Google set a number of cookies on any page that includes a Youtube video. While we have no control over the cookies set by Google, they appear to include a mixture of pieces of information to measure the number and behaviour of Youtube users, including information that links your visits to our website with your Google account if you are signed in to one.
PREF	YouTube	Used to store user's preferences e.g.: language or any customisation
_dc_gtm_UA-84739674-1, _gat	Google	Used to throttle request rate.
_utma	Google - AdWords	This cookie keeps track of the number of times a visitor has been to the site pertaining to the cookie, when their first was, and when their last visit occurred. Google Analytics uses the information from this cookie to

		calculate things like Days and Visits to purchase.
_utmz	Google - AdWords	Keeps track of where the visitor came from, what search engine they used, what link they clicked on, what keyword they used, and where they were in the world when they accessed the website.
BizoData	LinkedIn	Ad analytics - LinkedIn insights and ads tags
BizoID	LinkedIn	Ad analytics - LinkedIn insights and ads tags
BizoUserMatchHistory	LinkedIn	Ad analytics - LinkedIn insights and ads tags
bcookie, _lipt, lang, liap, lidc, sdsc	LinkedIn	Browser ID cookie – Shares buttons and ad tags. Used to allow the functionality of the share button for sharing content from the website on LinkedIn.
c_user	Facebook	If user is logged in to Facebook and visits a site that includes Facebook social plug-ins, Facebook ID cookie is stored and will expire after 1 month.
datr	Facebook	The purpose of the datr cookie is to identify the web browser being used to connect to Facebook independent of the logged in user. This cookie plays a key role in Facebook's security and site integrity features.
dpr	Facebook	Facebook pixel cookie tracks user activity on our website to provide better advertising on the Facebook platform.
fr	Facebook	Facebook pixel cookie tracks user activity on our website to provide better advertising on the Facebook platform.
presence	Facebook	The presence cookie is used to contain the user's chat state. For example, which chat tabs are open.
sb	Facebook	Allows control over the "Follow us on Facebook" and "Like" buttons, collect the language settings and allow you to share the page.
wd	Facebook	This cookie stores the browser window dimensions and is used by Facebook to optimise the rendering of the page.

xs	Facebook	This cookie contains multiple pieces of information, separated by colon. The first value is an up to two-digit number representing the session number. The second portion of the value is a session secret. The third, optional component is a 'secure' flag for if the user has enabled the secure browsing feature.
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Our site uses analytics services provided by Google Analytics. Website analytics refers to a set of tools used to collect and analyse anonymous usage information, enabling us to better understand how our site is used. This, in turn, enables us to improve our site and the services offered through it. You do not have to allow us to use these Cookies, however whilst our use of them does not pose any risk to your privacy or your safe use of our site, it does enable us to continually improve our site, making it a better and more useful experience for you.

The analytics service(s) used by our site use(s) Cookies to gather the required information:

Name of Analytic service	First/ Third Party	Provider	Purpose
Google Analytics	Third Party	Google Analytics	To collect anonymous information including the number of visitors the website receives, how visitors reach the website and the most popular pages

The analytics service(s) used by our site use(s) the following Cookies:

Name of Cookie	First/ Third Party	Provider	Purpose
_ga	Third Party	Google	Collect Google Analytics data; This cookie is used to distinguish unique users by assigning a randomly generated number as a client identifier. It is included in each page request in a site and used to calculate visitor, session and campaign data for the sites analytics reports.
_gid	Third Party	Google	Collect Google Analytics data to distinguish users.

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In addition to the controls that we provide, you can choose to enable or disable Cookies in your internet browser. Most internet browsers also enable you to choose whether you wish to disable all cookies or only third party Cookies. By default, most internet browsers accept Cookies but this can be changed. For further details, please consult the help menu in your internet browser or the documentation that came with your device.

You can choose to delete Cookies on your computer or device at any time, however you may lose any information that enables you to access our site more quickly and efficiently including, but not limited to, login and personalisation settings.

It is recommended that you keep your internet browser and operating system up-to-date and that you consult the help and guidance provided by the developer of your internet browser and manufacturer of your computer or device if you are unsure about adjusting your privacy settings.

Contacting Us

If you have any questions about our site or this Privacy Policy, please contact us by email at info@transformcornwall.co.uk, by telephone on 01872 300116 or by post at Oxford Innovation Services, Gateway Business Centre, Barncoose Gateway Park, Redruth TR15 3RQ. Please ensure that your query is clear, particularly if it is a request for information about the data We hold about you.

Changes to Our Privacy Policy

We review this Privacy Policy regularly (for example, if the law changes and annually). Any changes will be immediately posted on our site and you will be deemed to have accepted the terms of the Privacy Policy on your first use of our site following the alterations. We recommend that you check this page regularly to keep up-to-date.