

Privacy Policy – Elevate Consultancy & Management Services (Elevate CMS)

At Elevate Consultancy & Management Services (Elevate CMS), we are committed to protecting your privacy and handling your personal information responsibly.

1. Who we are

Elevate Consultancy & Management Services (Elevate CMS)

Email: hello@elevatecms.co.uk

Website: www.elevatecms.co.uk

2. What personal data we collect

We may collect: name, email, phone number, organisation details, enquiry information, booking details, and technical data such as IP address and browser information.

3. How we use your personal data

- Respond to enquiries
- Provide services
- Manage client relationships
- Improve website performance
- Comply with legal obligations

4. Lawful bases for processing

We rely on legitimate interests, contract, legal obligation, and consent where applicable.

5. Sharing your data

We do not sell your data. We may share it with trusted providers such as hosting, email, CRM, booking systems, and professional advisers.

6. International transfers

Where data is processed outside the UK, appropriate safeguards are in place.

7. Data retention

We retain data only as long as necessary, typically:

- Enquiries: up to 24 months
- Client records: up to 6 years
- Financial records: as required by law

8. Your rights

You may request access, correction, erasure, restriction, objection, or data transfer where applicable.

9. Complaints

If you have concerns about how your personal data is handled, please contact us first so we can attempt to resolve the issue.

You also have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.

10. Security

We take appropriate technical and organisational measures to protect your data.

11. External links

Our website may link to third-party websites with their own policies.

12. Changes

This policy may be updated from time to time.