

Practical Solutions International Ltd. Privacy Policy

Our contact details

Name: Ian Finlayson

Address: Boston House, 2 A Boston Road, Henley On Thames,
Oxfordshire, RG9 1DY

Phone Number: Tel: +44 1189 888033

E-mail: ian.finlayson@psi-advantage.com

The type of personal information we collect

The personal information we collect from you or a third party is the minimum required to provide you with the service requested, and we only pass your information to third parties for the fulfilment of the service requested and in the manner outlined in this policy. For access to the information we hold, you can contact us on the details above.

If you contact PSI through email or the contact form on the website, the content of the email will be stored.

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:

- When you undertake contracts with PSI
- When we meet at meetings/ conferences
- When we exchange business cards
- Via Linked-In
- Etc.

We use the information that you have given us in order to

- Maintain records of our customers and fulfil our contractual obligations
- Maintain records of our contacts; to get in touch about events/services of interest to you
- Provide you with additional services specifically requested by you

PSI will not sell your data to third parties. We will not pass your details to any third party for direct mailing purposes. We will only share your data to the minimum required for the fulfilment of our contractual obligations with yourself. We may also be obliged by law to disclose your data to a regulatory body or law enforcement agency.

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

(a) We have a contractual obligation.

(b) We have a legitimate interest.

How we store your personal information

To provide our range of benefits and services, we use third parties to process and manage some of these benefits. In all cases, we provide only the necessary data to these third parties to enable them to perform their role. For example, when we use a payment processor to take payment for a membership or service, we don't need to pass them details of your gender, so we won't.

We use third parties to provide services to securely store the data for operational and back up purposes. We will only hold your data for as long as needed to for the purpose we have collected it. Contact list data is kept indefinitely or until you request removal from it which can be done using the contact details above.

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. Although this concept works well between providers of similar services such as banks and building societies, PSI provides a unique service to their customers. However, we will consider any such request on receipt of a valid and authenticated request and will provide you with a written response.

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 ian.finlayson@psi-advantage.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

Name: Ian Finlayson

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E-mail: ian.finlayson@psi-advantage.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>