



Aquula Privacy Notice

This privacy notice will explain how our organization uses the personal data we collect from you when you use our website or appoint our services.

To access your rights under GDPR please [click here](#)

Should you wish to exercise your rights as set out in the link above please contact the GDPR Officer below.

We will request personal security information to ensure you are legitimately applying your rights and your application will be responded to within 30 days.

Name: Lynda Simmons T/A AQUULA (GDPR Officer)
Address: 13 Hodgson Gardens, Guildford, Surrey, GU4 7YS
Phone number: +44 (0)7919 445902
E-mail: Lynda.simmons@aquula.co.uk
Website: www.aquula.co.uk

The information that we collect about you will only be used lawfully (in accordance with the Data Protection Act 1998 and the General Data Protection Regulation 2018).

All data is retained within the United Kingdom or transferred only to 'third countries' where 'adequacy of protection' or specific certification as defined by The GDPR has been confirmed.

What data do we collect?

Aquula collects the following personal (including anonymised) data:

- Personal and business identification information (Name, address (business or personal), email address, phone number(s), job title, payment details (including credit card information), comments, feedback, product reviews, recommendations etc.
- Non-attributable presenting issues records from individual, group or team sessions
- Purchase history
- Booking and attendance records for coaching sessions, retreats and sustainability advisory consulting arrangements.
- Client feedback forms
- LinkedIn recommendations
- Online sites e.g. Calendly, Eventbrite, Mailchimp, MailerLite et al.
- Survey responses

How do we collect your data?

You directly provide Aquula with most of the data we collect.

We collect data and process data when you:

- Register online or place an order for any of our products or services.

- Complete a coaching agreement
- Undertake a coaching (individual or teams) session, attend a retreat or participate in sustainability advisory consultancy.
- Voluntarily complete a customer survey or provide feedback on any of our message boards, or via email, SMS, WhatsApp or LinkedIn.
- Use or view our website via your browser's cookies.

Disclosure of your data

We may have to share your data with the parties below:

- Professional advisers including lawyers, bankers, auditors and insurers
- Service providers who provide IT, website and system administration services
- Government bodies that require us to report processing activities

Third parties who receive your data are only permitted to access your personal data for specific purposes and in accordance with our instructions and the law.

Unless we are precluded from doing so by law, you have the right to remove your details at any time

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

- a) Your consent. You are able to remove your consent at any time. You can do this by contacting our GDPR officer
- b) We have a contractual obligation
- c) We have a legal obligation
- d) We have a vital interest
- e) We have a legitimate interest

How do we store and access your data?

Aquila takes safeguards, including administrative, technical, and physical methods, to safeguard your data against loss, theft, and misuse, as well as against unauthorized access, disclosure, alteration, and destruction.

Access to your personal data is only available to associates and directors who have a valid business need. They will only process the data on our instructions and are required to keep it confidential.

We will only retain your personal data for the purpose for which it has been collected including satisfying any legal, accounting, or reporting requirements.

This decision will be directed by the amount, nature and sensitivity, potential risk of harm from unauthorised use or disclosure, the processing purposes, if these can be achieved by other means and legal requirements.

For tax purposes we are legal required to retain basic information about our clients (including contact, identity, financial and transaction data) for six years post termination of our relationship.

In some cases, we may anonymise your personal data for research of statistical purposes and retain it indefinitely with further notice to you.

Marketing

Aquila would like to send you information about products and services of ours that we think you might like, as well as those of our partner companies.

The website uses font files from Google Fonts and Adobe Fonts. To properly display this site to you, servers where the font files are stored may receive personal information about you, including:

- Information about your browser, network, or device
- Your IP address

We may send you marketing emails, which you can unsubscribe from by clicking the link at the bottom of the email.

We share your contact information with Wix and MailerLite, our email-marketing providers, so they can send these emails on your behalf. If you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop Aquula from contacting you for marketing purposes or giving your data to associates of Aquula. If you no longer wish to be contacted for marketing purposes, contact the GDPR Officer.

What are your data protection rights?

Aquula would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request Aquula for copies of your personal data. We may charge you a small fee for this service.

The right to rectification – You have the right to request that Aquula correct any information you believe is inaccurate. You also have the right to request Aquula to complete the information you believe is incomplete.

The right to erasure – You have the right to request that Aquula erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that Aquula restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to Aquula's processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that Aquula transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you.

Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our website, we may collect information from you automatically through cookies or similar technology.

- Our website uses cookies and similar technologies, which are small files or pieces of text that download to a device when a visitor accesses a website or app. For information about viewing the cookies dropped on your device, visit <https://www.wix.com/about/privacy> . These functional and required cookies are always used, which allow Wix our hosting platform, to securely serve this website to you.
- These analytics and performance cookies *are used* on this site, as described below, only when you acknowledge our cookie banner. We use analytics cookies to view site traffic, activity, and other data.

For further information, visit www.allaboutcookies.org.

How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

Analytics

The website is hosted by Wix. Wix collects personal data when you visit this website to power our site analytics to learn about site traffic and activity, including:

- Information about your browser, network and device
- Web pages you visited prior to coming to this website
- Your IP addresses

Wix needs the data to run this website, and to protect and improve its platform and services. Wix analyses the data in a de-personalized form.

This information may also include details about your use of this website, including:

- Clicks
- Internal links
- Pages visited
- Scrolling
- Searches
- Timestamps

Privacy policies of other websites

The Aquula website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

Aquila keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 09 April 2024.

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Aquila has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office [click here](#)