

RedQuadrant Privacy Notice

RedQuadrant Ltd (registered in England & Wales, company no. 6944005, based at 7, Bell Yard, London WC2A 2JR) is a consultancy working mainly with public services and their partners in the UK. We care about your privacy and are committed to protecting your personal data. We are the data controller for the information we collect. This notice explains how we collect, use, share and protect your personal information. In line with ICO guidance, we present this information clearly and in plain language. We also provide the required contact details for our organisation and our Data Protection Officer below.

What personal data we collect

We collect personal data that you give us or that we obtain when you engage with RedQuadrant. For example, this may include:

- **Contact details:** your name, email address, postal address, telephone number and any marketing or subscription preferences;
- **Professional employee and consultant details:** your job title, employer or company information, and for consultants we may also collect CV data and data relevant to your work with us, including references, day rates, qualifications and right-to-work documentation;
- **Project and client information:** personal data included in materials or systems that clients share with us when we provide services, covered additionally by our data protection policies (available on request);
- **Other information you provide:** any additional personal data you give us in correspondence, forms or surveys.

These categories of data follow ICO guidance to clearly list the types of personal data we collect. We do not process special category data (like health or religious information) except when absolutely necessary for a specific purpose (for example, right-to-work checks which may involve nationality or immigration status).

How we use your personal data

We use your personal information only for specific, legitimate purposes:

- **To provide our services:** We process data to fulfil our contracts with clients (for example, running surveys, analysis or training). This is necessary for the performance of a contract or for taking steps before entering a contract.
- **To manage consultants and employees:** We use your data to recruit, vet and manage consultants who work with us (for example, checking references and eligibility to work). This is based on our legitimate interests in running our business, and we will obtain your consent where needed (for example, to contact your referees).



- **To communicate with you:** If you have subscribed to our newsletter or events, we use your contact data to send you the information you requested. This is done with your consent (you can withdraw consent at any time).
- **For legal and administrative purposes, including administration and audit:** We process data to comply with legal obligations (for example, maintaining financial and tax records) or for legitimate interests (such as managing our IT systems, preventing fraud, or improving our services).

We explain each purpose to ensure transparency. For marketing communications (newsletters, events), we rely on your consent; you can unsubscribe or withdraw consent at any time (ICO requires us to tell you this). For client projects, processing is usually necessary to perform our contract with you or pursue our legitimate business interests. We do not use personal data for automated decision-making or profiling.

Lawful basis for processing

The UK GDPR requires us to have a lawful basis for each type of processing. Our main lawful bases are:

- **Consent:** for sending newsletters or marketing materials, because you have explicitly opted in. You can withdraw consent at any time by unsubscribing.
- **Contractual necessity:** when we process data to perform a contract with you or to take steps to enter a contract (for example, drafting reports, delivering workshops, or arranging consultancy).
- **Legitimate interests:** for certain business activities, such as maintaining our business relationship with you, managing our communications, or improving our services. We always balance these interests against your rights.
- **Legal obligation:** where the law requires us to process data (for example, keeping financial records for tax purposes, or verifying the right to work in the UK).

These bases match the purposes above and are chosen in accordance with ICO guidance. We will always inform you which lawful basis applies to each processing activity.

How we share and store your data

We will never sell your personal data. We share your data only when necessary to provide our services or comply with the law:

- **Service providers:** We use trusted third-party platforms to help run our business. For example, we use Mailchimp to send our email newsletter. Our newsletter signup form clearly states that by subscribing, you acknowledge your information will be transferred to Mailchimp for processing. We also use secure cloud services (such as Google Workspace and Microsoft Azure) for data storage and processing. All such providers are GDPR-compliant.



- **Clients and partners:** If you are a client, we may share your data with our project partners or suppliers if it is necessary to deliver the service. We ensure they keep your data secure and confidential.
- **Professional advisers and authorities:** We may disclose personal data to our accountants, lawyers or auditors when needed. We may also be required to share data with regulators or law enforcement if the law obliges us (for example, under a court order or for statutory reporting).

In all cases, we limit the information shared to what is necessary. We follow ICO guidance to be clear about who receives data.

We store your personal data in secure systems. Access is restricted to RedQuadrant staff who need it for legitimate purposes. We protect data using appropriate technical and organisational measures (for example, encryption and secure passwords) and review our security regularly.

Data retention

We keep your personal data only for as long as needed for the purposes described above. For example, we retain marketing and newsletter subscription data until you unsubscribe or ask us to delete it. Client and project data are kept for the duration of our engagement and for a reasonable period afterwards (for example, to comply with financial audit or legal requirements, which can be around 6–7 years). Similarly, data for consultants are kept while they remain engaged with us and for a period afterwards as needed for legal or business reasons.

After that period, we securely delete the data. As ICO guidance states, we do not hold data longer than necessary. Our retention schedule and deletion procedures are designed to meet these requirements.

Your rights

You have rights over your personal data under the UK GDPR. In particular, you have the right to:

- **Access** the personal data we hold about you.
- **Rectify** any inaccurate or incomplete data.
- **Erase** your data (also known as “the right to be forgotten”) where we are not legally required to keep it.
- **Restrict** our use of your data in certain circumstances.
- **Data portability:** request a copy of your data in a commonly used format, where applicable.
- **Object** to our processing of your data (for example, to direct marketing or processing based on legitimate interests).



- **Withdraw consent** at any time if processing is based on consent.

You also have the right to ask us to stop sending you marketing messages at any time (you can unsubscribe using the link in our emails). If you believe we have not handled your data properly, you have the right to complain to the Information Commissioner's Office (ICO), the UK data protection authority.

Contact us

If you have any questions about this notice or wish to exercise your rights, you can contact our Data Protection Officer: Benjamin Taylor at benjamin.taylor@redquadrant.com. We have provided this contact information as required by ICO guidance. RedQuadrant Ltd is the data controller; our registered office is 7 Bell Yard, London, WC2A 2JR.

We may update this Privacy Notice from time to time (for example, if regulations change). The version date at the top indicates the latest revision.

Sources: This privacy notice follows the UK ICO's guidance on privacy notices and incorporates details specific to RedQuadrant's operations. We have relied on the following guidance:

<https://ico.org.uk/for-organisations/advice-for-small-organisations/privacy-notice-and-cookies/how-to-write-a-privacy-notice-and-what-goes-in-it/>

<https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/individual-rights/the-right-to-be-informed/what-privacy-information-should-we-provide/>

For more information, you can also visit the ICO website at ico.org.uk.