
PRIVACY POLICY

BACKGROUND:

High Impact Franchising Ltd understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of everyone who visits this website (“Our Site”) and will only collect and use personal data in ways that are described here, and in a way that is consistent with High Impact Franchising Ltd obligations and your rights under the law.

Please read this Privacy Policy carefully and ensure that you understand it. Your acceptance of this Privacy Policy is deemed to occur upon your first use of Our Site. If you do not accept and agree with this Privacy Policy, you must stop using Our Site immediately.

1. Information About Us

Our Site is owned and operated by High Impact Franchising Ltd, a Limited Company registered in England under company number 12359345.

Registered address: Suite F38 & F39 Cheadle Place, Stockport Road, Cheadle, Stockport, Cheshire, SK8 2GL.

Data Protection Officer: Mark Harris

Email address: enquiries@highimpactfranchising.co.uk

Telephone number: 0161 452 4854 or 020 7411 9066

Postal Address: Suite F38 & F39 Cheadle Place, Stockport Road, Cheadle, Stockport, Cheshire, SK8 2GL.

2. 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 High Impact Franchising Ltd have no control over how your data is collected, stored, or used by other websites and High Impact Franchising Ltd advise you to check the privacy policies of any such websites before providing any data to them.

3. What is Personal Data?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the “GDPR”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

4. What Are My Rights?

Under the GDPR, you have the following rights, which High Impact Franchising Ltd will always work to uphold:

- a) The right to be informed about High Impact Franchising Ltd collection and use

of your personal data. This Privacy Policy should tell you everything you need to know, but you can always contact High Impact Franchising Ltd to find out more or to ask any questions using the details in Part 12.

- b) The right to access the personal data High Impact Franchising Ltd hold about you. Part 11 will tell you how to do this.
- c) The right to have your personal data rectified if any of your personal data held by High Impact Franchising Ltd is inaccurate or incomplete. Please contact High Impact Franchising Ltd using the details in Part 12 to find out more.
- d) The right to be forgotten, i.e. the right to ask High Impact Franchising Ltd to delete or otherwise dispose of any of your personal data that High Impact Franchising Ltd have. Please contact High Impact Franchising Ltd using the details in Part 12 to find out more.
- e) The right to restrict (i.e. prevent) the processing of your personal data.
- f) The right to object to High Impact Franchising Ltd using your personal data for a particular purpose or purposes.
- g) The right to data portability. This means that, if you have provided personal data to High Impact Franchising Ltd directly, High Impact Franchising Ltd are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask High Impact Franchising Ltd for a copy of that personal data to re-use with another service or business in many cases.
- h) Rights relating to automated decision-making and profiling. High Impact Franchising Ltd do not use your personal data in this way.

For more information about High Impact Franchising Ltd use of your personal data or exercising your rights as outlined above, please contact High Impact Franchising Ltd using the details provided in Part 12.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about High Impact Franchising Ltd use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

5. **What Data Do You Collect?**

Depending upon your use of Our Site, High Impact Franchising Ltd may collect some or all of the following personal and non-personal data:

- Name;
- Email address;
- Telephone number;

6. **How Do You Use My Personal Data?**

Under the GDPR, High Impact Franchising Ltd must always have a lawful basis for using personal data. This may be because the data is necessary for our performance of a contract with you, because you have consented to High Impact Franchising Ltd use of your personal data, or because it is in High Impact Franchising Ltd legitimate business interests to use it. Your personal data will be used for the following purposes:

- Communicating with you. This may include responding to emails or calls from you.
- Supplying you with information by email and post that you have opted-in to (you may unsubscribe or opt-out at any time by contacting us at the above contact points).

With your permission and/or where permitted by law, High Impact Franchising Ltd may also use your personal data for marketing purposes, which may include contacting you by email and telephone and text message and post with information, news, and offers on our products and services. You will not be sent any unlawful marketing or spam. High Impact Franchising Ltd will always work to fully protect your rights and comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.

7. **How Long Will You Keep My Personal Data?**

High Impact Franchising Ltd will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected.

Your personal data will therefore be kept until you unsubscribe or is no longer relevant to the reason we collected it.

8. **How and Where Do You Store or Transfer My Personal Data?**

High Impact Franchising Ltd will only store or transfer your personal data on our internal company databases or on third party password protected software that we use to communicate with you. This means that it will be fully protected under the GDPR.

The security of your personal data is essential to us, and to protect your data, High Impact Franchising Ltd take a number of important measures, including the following:

- Access to our internal databases can only be achieved after logging onto our systems which require a username and password.
- Access to our third party protected software is username and password protected.
- All the suppliers of the third party software we use are GDPR compliant.

9. **Do You Share My Personal Data?**

High Impact Franchising Ltd will not share any of your personal data with any third parties for any purposes unless we have your permission, subject to one important exception.

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

If any of your personal data is required by a third party, as described above, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, High Impact Franchising Ltd obligations, and the third party's obligations under the law, as described above in Part 8.

If any personal data is transferred outside of the EEA, High Impact Franchising Ltd will take suitable steps in order to ensure that your personal data is treated just as

safely and securely as it would be within the UK and under the GDPR, as explained above in Part 8.

10. **Can I Withhold Information?**

You may access all areas of Our Site without providing any personal data at all. However, to use all features and functions available on Our Site you may be required to submit or allow for the collection of certain data.

11. **How Can I Access My Personal Data?**

If you want to know what personal data High Impact Franchising Ltd have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a “subject access request”.

All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 12. There is not normally any charge for a subject access request. If your request is ‘manifestly unfounded or excessive’ (for example, if you make repetitive requests) a fee may be charged to cover **Our** administrative costs in responding.

High Impact Franchising Ltd will respond to your subject access request within one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date High Impact Franchising Ltd receive your request. You will be kept fully informed of our progress.

12. **How Do I Contact You?**

To contact High Impact Franchising Ltd about anything to do with your personal data and data protection, including to make a subject access request, please use the following details for the attention of Mark Harris:

Email address: enquiries@highimpactfranchising.co.uk

Telephone number: 0161 452 4854 or 020 7411 9066

Postal Address: Suite F38 & F39 Cheadle Place, Stockport Road, Cheadle, Stockport, Cheshire, SK8 2GL.

13. **Changes to this Privacy Policy**

High Impact Franchising Ltd may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if High Impact Franchising Ltd change our business in a way that affects personal data protection.

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. High Impact Franchising Ltd recommend that you check this page regularly to keep up-to-date.