



## DATA PROTECTION PRIVACY NOTICE

# Privacy Notice

Last updated: June 2026

## Who We Are

This website promotes the training and consultancy services provided by Fiona Kirby-Smith, who is the data controller responsible for any personal information collected through this website.

If you have any questions about this Privacy Notice or how your personal information is used, please contact:

**Fiona Kirby-Smith**

Email: [fiona@metanoia-training.com](mailto:fiona@metanoia-training.com)

## What Information We Collect

We may collect personal information when you:

- Contact us through the website
- Send an email enquiry
- Telephone us
- Request information about our services

The information collected may include:

- Your name
- Email address
- Telephone number
- Organisation name (where relevant)
- Any information you choose to provide in your enquiry

## How We Use Your Information

We use your information to:

- Respond to your enquiries
- Provide information about training and consultancy services
- Arrange and deliver services you request
- Maintain necessary business records

We will only use your information for these purposes.

## Lawful Basis for Processing

We process your personal information because:

- It is necessary to respond to your enquiries and requests before entering into a contract; and/or
- It is in our legitimate interests to communicate with prospective and existing clients and operate our business.

## Sharing Your Information

We do not sell, rent or share your personal information for marketing purposes.

Personal information may be accessible to technical service providers who support the hosting and security of this website, but only where necessary and subject to appropriate confidentiality and security measures.

We may also disclose information where required by law.

## How Long We Keep Your Information

We will keep your personal information only for as long as necessary to respond to your enquiry, provide services, or comply with legal obligations.

When information is no longer required, it will be securely deleted or destroyed.

## Your Rights

Under UK data protection law, you have the right to:

- Request access to the personal information we hold about you
- Request correction of inaccurate information
- Request erasure of your personal information where appropriate
- Object to or restrict certain processing activities
- Lodge a complaint with the Information Commissioner's Office (ICO)

## Complaints

If you have any concerns about how your personal information has been handled, please contact us in the first instance.

You also have the right to complain to the Information Commissioner's Office (ICO):

Website: [www.ico.org.uk](http://www.ico.org.uk)

## Changes to This Notice

This Privacy Notice may be updated from time to time. Any changes will be posted on this page.