

# Privacy Policy

**Last updated:** 28 April 2026 **Website:** <https://www.cjworkplace.com>

**Company:** CJ Workplace Ltd (Appointed Representative of Cheetham Jackson Ltd, FCA FRN: 969033)

## 1. Who we are

This Privacy Policy explains how CJ Workplace Ltd (“we”, “us”, “our”) collects and uses personal data when you use our website.

### Contact details

- **Email:** [hello@cjworkplace.com](mailto:hello@cjworkplace.com)
- **Address:** 23 Market Street, Chorley, Lancashire, PR7 2SY, England

## 2. What personal data we collect

Depending on how you interact with the website, we may collect:

- **Contact details** you provide (for example, name, email address, phone number, company name) when you enquire or book a review.
- **Message content** you send to us.
- **Chat and voice bot interactions** (for example, transcripts and/or recordings of chat and voice conversations).
- **Basic technical data** (for example, IP address, device type, browser type, pages visited, and approximate location) which may be collected through cookies and similar technologies.

## 3. How we use your personal data

We use your data to:

- respond to enquiries and requests
- arrange and manage strategic reviews or calls
- provide and improve our support experience (including via our chat and voice bot)
- improve the website and understand how it is used
- keep the website secure and prevent fraud
- comply with legal and regulatory obligations

## 4. Chat and voice bot recordings

If you use our chat bot and/or voice bot, we may **record and store** those interactions (including transcripts and/or audio recordings).

We use this information for **quality assurance, training, and improving the service**.

Please do not share sensitive personal information via the chat/voice bot unless it is necessary for your request.

## 5. Lawful bases for processing (UK GDPR)

We rely on one or more of the following lawful bases:

- **Legitimate interests:** to run and improve our business and website, to provide support, and to respond to enquiries.
- **Contract:** where processing is needed to take steps at your request before entering into a contract, or to perform a contract.
- **Legal obligation:** where we must comply with legal or regulatory requirements.
- **Consent:** where required (for example, for certain non-essential cookies).

## 6. Cookies, analytics, and tag management

We use cookies and similar technologies. Where required, we will ask for your consent before setting non-essential cookies.

### 6.1 Google Analytics

We use **Google Analytics** to help us understand how visitors use the website (for example, which pages are visited and how people move around the site). This helps us improve the website and user experience.

### 6.2 Google Tag Manager (if enabled)

We may use **Google Tag Manager** to manage website tags and scripts. Google Tag Manager does not typically collect personal data by itself, but it can be used to deploy other tools (such as analytics or marketing tags) that may collect data.

For more information, see our **Cookie Policy**.

## 7. Sharing your personal data

We may share personal data with trusted service providers who help us operate the website and deliver services (for example, website hosting, analytics, communications tools, and chat/voice bot service providers). We require them to protect your data and only use it for the services they provide to us.

We may also share data where required by law, regulation, or to protect our rights.

## 8. International transfers

If any of our service providers process data outside the UK, we will ensure appropriate safeguards are in place (for example, UK adequacy regulations or approved contractual protections).

## 9. How long we keep your data

We keep personal data only for as long as necessary for the purposes described in this policy, including legal, accounting, or regulatory requirements.

## 10. Your rights

You may have rights under UK data protection law, including:

- access to your personal data
- correction of inaccurate data
- deletion of your data (in certain cases)
- restriction or objection to processing (in certain cases)
- data portability (in certain cases)
- withdrawing consent (where processing is based on consent)

To exercise your rights, contact us using the details above.

## 11. Security

We use reasonable technical and organisational measures to protect personal data. No website can be completely secure, but we work to protect your information.

## 12. Links to other websites

Our website may contain links to third-party websites. We are not responsible for their privacy practices. Please review their privacy policies.

## 13. Changes to this Privacy Policy

We may update this Privacy Policy from time to time. The “Last updated” date at the top shows when it was most recently changed.