

# Neurocapabilities Ltd customer privacy notice

This privacy notice tells you what to expect us to do with your personal information received through our website.

## Contact details

### Email

christopherwinek@hotmail.com

## What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery**:

- Names and contact details
- Website user information (including user journeys and cookie tracking)

## Lawful bases

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Legitimate interest:
  - By collecting the name and contact details (email address) of the person contacting us to send a message or enquire about our services, we can then contact them to respond to their message.

## Where we get personal information from

- People directly

## How long we keep information

We will retain your contact information only for as long as it takes to address your enquiry. Once your enquiry has been addressed and if you do not become

a client of Neurocapabilities, we will delete your contact information within 3 months.

If you become an active client in receipt of our services we will retain your contact details for communication purposes. With your consent, we will retain your contact details where there is an ongoing requirement for our services or the possibility of future service provision.

## Who we share information with

### Data processors

#### **Microsoft**

This data processor does the following activities for us: Microsoft processes personal data on our behalf through our use of their software.

## Sharing information outside the UK

Where necessary, our data processors may share personal information outside of the UK. When doing so, they comply with the UK GDPR, making sure appropriate safeguards are in place. Please contact us for more information.

## Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal data.

**Your right to rectification** - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal data in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

**Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

**Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

## How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

## Last updated

8 August 2024