



SUCCESS CONSULT

Privacy Policy

Last updated: September 2026

Success Consult is committed to protecting your privacy and handling personal information responsibly, securely and transparently.

This Privacy Policy explains how Success Consult collects, uses, stores and protects personal information when you visit our website, contact us, make an enquiry or engage our services.

1. Who We Are

Success Consult is an independent UK business consultancy providing operational, project, systems, technology and business support services.

For the purposes of UK data protection legislation, Success Consult is the data controller for personal information collected directly through our website and business activities, unless otherwise stated.

Contact:

Success Consult

Email: advice@successconsult.co.uk

Website: www.successconsult.co.uk

2. Information We May Collect

We only collect information that is reasonably required for legitimate business purposes.

This may include:

- Your name and job title
- Company or organisation name
- Business email address
- Business telephone number
- Information provided through enquiry or contact forms
- Information you provide during correspondence, meetings or business engagements

- Information necessary to prepare quotations, proposals, contracts or deliver agreed services
- Basic technical information generated when you use our website, including information collected through cookies or website analytics

Where appropriate, we may also hold publicly available professional information, for example information contained on a company website, professional directory or business networking platform.

3. Business Use Only

Information collected by Success Consult is collected and processed solely for legitimate business and professional purposes.

We do not collect personal information for unrelated personal use and we do not sell personal information.

Information may be used to:

- Respond to enquiries
- Understand your organisation's requirements
- Prepare quotations, proposals or service recommendations
- Establish and manage client and supplier relationships
- Deliver contracted services
- Maintain appropriate business and project records
- Communicate with professional and business contacts
- Improve our services and website
- Meet legal, regulatory, accounting or contractual obligations
- Protect our legitimate business interests

We will not intentionally use information collected for one business purpose in a way that is incompatible with the reason it was originally collected.

4. Our Lawful Basis for Using Information

Under UK data protection law, we must have a lawful basis for processing personal information.

Depending upon the circumstances, Success Consult may process information because:

Contract – the information is required to provide services you have requested or to take steps before entering into a contract.

Legitimate Interests – the information is reasonably required to operate, develop and protect our business, manage professional relationships, respond to business enquiries or communicate with relevant business contacts.

Legal Obligation – we are required to retain or process information to comply with applicable legal, regulatory, accounting or taxation requirements.

Consent – where consent is specifically required, we will ask for it and you may withdraw that consent where applicable.

Where we rely on legitimate interests, we consider whether our business need is reasonable and proportionate and whether it could adversely affect the rights and interests of the individual concerned.

5. Sharing Your Information

Success Consult does not sell, rent or trade personal information.

Information may be shared with trusted service providers where reasonably necessary to operate our business or provide our services. This may include providers of website hosting, cloud services, email, CRM systems, accounting, professional services and other business technology.

Where third parties process personal information on our behalf, we expect appropriate confidentiality, security and data protection arrangements to be in place.

Information may also be disclosed where required by law, regulation, court order or another lawful authority.

6. Data Security

We take reasonable technical and organisational measures to protect information against unauthorised access, loss, misuse, alteration or disclosure.

Access to business information is limited to those who reasonably require it for legitimate business purposes.

Where Success Consult supports clients with systems, projects, workflows or other services involving client-controlled data, appropriate access, confidentiality and security arrangements will be considered as part of the engagement.

7. How Long We Keep Information

We retain personal information only for as long as reasonably necessary for the purpose for which it was collected, including legitimate business, contractual, accounting, legal and regulatory requirements.

Information that is no longer required will be securely deleted, anonymised or otherwise disposed of as appropriate.

8. Your Data Protection Rights

Depending upon the circumstances, UK data protection law may give you rights relating to your personal information, including the right to:

- Request access to information we hold about you
- Ask us to correct inaccurate or incomplete information
- Request deletion of information in certain circumstances
- Request restriction of processing in certain circumstances
- Object to certain uses of your information
- Request transfer of information where applicable
- Withdraw consent where processing is based upon consent

To exercise a data protection right, please contact Success Consult using the contact details provided in this policy.

We may need to verify your identity before responding to a request.

9. Cookies and Website Analytics

Our website may use cookies and similar technologies to operate correctly, understand website usage and improve the visitor experience.

Where cookies are not strictly necessary for the operation of the website, appropriate choices or consent mechanisms will be provided where required.

Further information about cookies used by our website should be available through our cookie notice or cookie settings.

10. International Data Processing

Some technology and cloud service providers may process or store information outside the United Kingdom.

Where this occurs, we will take reasonable steps to ensure that appropriate safeguards required by applicable UK data protection legislation are in place.

11. Third-Party Websites

Our website may contain links to external websites or services.

Success Consult is not responsible for the privacy practices of third-party websites. We recommend reviewing the relevant privacy information when visiting an external website.

12. Complaints

If you have concerns about how Success Consult has handled your personal information, please contact us first so that we have an opportunity to address your concerns.

You also have the right to raise a complaint with the **Information Commissioner's Office (ICO)**, the UK's independent data protection regulator.

13. Changes to This Policy

We may update this Privacy Policy periodically to reflect changes to our services, technology, business activities or legal requirements.

The latest version will be published on our website together with the date it was last updated.