

Nichols Privacy Policy

Your privacy is very important to us. Accordingly, we have developed this policy for you to understand how we collect, use, communicate, disclose and make use of personal information. It also specifies the companies we work with that may use your data in the course of operations at The Nichols Group.

We collect, use and are responsible for certain personal data about you. When we do so, we are subject to the UK General Data Protection Regulation ("UK GDPR").

About Nichols

The Nichols Group is a provider of Business-to-Business Consultancy Services having its registered address at 7-8 Stratford Place, London, W1C 1AY.

As the Data Controller, The Nichols Group can provide you with information about our Privacy Policy and any other policies that you believe may affect you. Email gdpr@nichols.uk.com or write to:

The Nichols Group
7-8 Stratford Place
London
W1C 1AY

We are committed to conducting our business in accordance with the principles set out below to ensure that the confidentiality of personal information is protected and maintained.

We are registered with the Information Commissioner's Office, and our registration number is ZA106422.

<https://thenicholsaward.com> is provided by The Nichols Group.

Our Aims

- Before or at the time of collecting personal information, we will identify the purposes for which information is being collected.
- We will collect and use personal information solely with the objective of fulfilling those purposes specified by us and for other compatible purposes, unless we obtain the consent of the individual concerned or as required by law.
- We will only retain personal information as long as necessary for the fulfilment of those purposes, or as required by law.
- We will collect personal information by lawful and fair means with the knowledge and consent of the individual(s) concerned.
- Personal data should be relevant to the purposes for which it is to be used, and, to the extent necessary for those purposes, should be accurate, complete, and up to date.

- We will protect personal information by reasonable security safeguards against loss or theft, as well as unauthorised access, disclosure, copying, use or modification.
- We will make readily available to users' information about our policies and practices relating to the management of personal information.
- If we need to provide you with information about something, whether for legal, marketing, or other business-related purposes, we will select what we believe is the best way to get in contact with you. We will usually do this through email.

Your acceptance of this privacy policy

Your continued interaction with The Nichols Group and its products, services and events means that you are happy for us to use your personal information as described in this policy.

What we collect and how we use it

This policy covers information about or linked to a natural person (personal information). It includes data we obtain from you, like your name, email address, phone number, IP address, or mobile device's operating system type, and may include financial information. It also includes correspondence and communication data.

When do we collect your personal information?

You may provide us with personal data when you use our services; and communicate with us (whether through email, post or by phone).

We may collect your information during your interactions with The Nichols Group events and services. It may be collected via online forms or through hard copy. It may also be collected through our social media channels and other online portals.

Why do we collect your data?

We aim to provide quality and meaningful communications to you that support the aims and objectives of The Nichols Group. We may use the information provided to better understand how our products and services are used.

We may also obtain personal data about you from the following third parties:

- third party payment processors
- analytics providers
- social media networks

Should we acquire your information via a third party, we will notify you of this.

Do we share your information?

We will not sell or lease your personal information. We may share your personal data with our affiliates (for example, where they provide services on our behalf) or where such sharing is otherwise necessary in accordance with the uses set out below.

We may share your personal data with third party vendors and other service providers that perform services for us or on our behalf, which may include providing advertising, marketing, data hosting, Customer Relationship Management, IT system administration, payment and analytics services. In addition, we may share your personal data with other third parties if you have provided your consent for us to do so.

Your personal data may be disclosed to third parties in connection with a transaction, such as a merger, sale of assets or shares, reorganisation, financing, change of control or acquisition of all or a portion of our business.

We may share your personal data with third parties as required by law or if we reasonably believe that such action is necessary to:

- Comply with financial or tax reporting obligations
- Comply with the law and the reasonable requests of law enforcement
- Detect and investigate illegal activities and breaches of agreements; and/or
- Exercise or protect the rights, property, or personal safety of Nichols Group or others.

Legal Basis for using your data

The following table sets out the categories of personal data we may collect about you, the purposes for which we use your personal data, and the legal bases which we rely on to process your personal data.

Category of personal data	How we use it	Legal Basis
Contact details, employment information, correspondence and communications information.	• To communicate with you to provide our services. • To communicate with you regarding changes to our policies. • To provide you with information and materials that you request from us. • For operational reasons, such as improving efficiency, training and quality control.	It is necessary to perform our contract with you, or for taking steps to comply with a request that may be made by you with a view to entering into a contract with us. It is necessary in our legitimate interests, namely, to ensure you are aware of any changes to our policies and or terms. It is necessary in our legitimate interests to respond to your queries and provide any information and materials requested in order to generate and develop business. It is in our legitimate interests to be as efficient as we can, so we deliver the best service for you.
Contact details, marketing preferences.	Marketing and advertising (including sending you newsletters, inviting you to events and functions which we consider may be of interest to you and measuring the effectiveness of our marketing).	It is in our legitimate interests, namely marketing and advertising to our contacts and customers. You have the right to opt out of receiving direct marketing communications from us at any time by contacting your current relationship manager or using the “unsubscribe” link in emails or reply with the word REMOVE.

Nichols websites

Our websites are used to promote The Nichols Group its activities and offered services.

Tracking and data collection

We use Google Analytics to collect anonymous information about users' activity on the site, for example the number of users viewing pages on the site, to monitor and report on the effectiveness of the site and help us improve it. Should you wish to opt-out of this feature, some of the services within our website may not be available to you. If we do want to collect personally identifiable information through our website, we will make it clear when we collect personal information and will explain what we intend to do with it.

Security

We are committed to ensuring personal information is secure. We have put security measures in place to attempt to protect against the loss, misuse, and alteration of personal information under our control. For example, we use secure server software (SSL) to encrypt your connection with the Nichols Website. Unfortunately, the transmission of data across the internet is not completely secure and whilst we do our best to try to protect the security of your information, we cannot ensure or guarantee that loss, misuse or alteration of data will not occur whilst data is being transferred. We also put administrative procedures in place to, for example, only allow authorised personnel to access systems containing personal information. Users of our website are encouraged to report any issues via the contact form or by emailing itservices@nichols.uk.com.

Children

The Nichols Group understands the importance of protecting children's privacy, especially in an online environment. Our sites are not intentionally designed for or directed at children under the age of 18. It is our policy never to knowingly collect or maintain information about anyone under the age of 18, except as part of an engagement to provide professional services.

Cookies

We use cookies to help us provide you with a better online experience. Most browsers automatically accept cookies, but you can modify your browser setting to decline cookies.

For more information on cookies and how to opt-out visit. <https://cookiepedia.co.uk/all-about-cookies>. Our cookie policy, including the cookies in use, can be found on our website.

Links to other websites

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit. We do not provide any guarantee or warranty for linked sites and will not be liable for any loss arising from their use.

Sending us emails

Any email sent to us, including any attachments, may be monitored and used by us for reasons of security and for monitoring compliance with business policy. Email monitoring or blocking software may also be used. Please be aware that you have a responsibility to ensure that any email you send to us is within the bounds of the law.

Direct marketing and events communication

You always have the right to object to receiving direct marketing and/or events communication from us even if we believe that we have a legitimate interest to communicate with you in this way. You can contact us to request that we stop all direct marketing and/or events communication messages by calling 020 7292 7000 or emailing us at gdpr@nichols.uk.com.

By opting out from receiving communications from us, this may mean you do not hear about events we are planning or information regarding new products and services.

Data retention, storage and international data transfers

Data retention

We will keep personal information only for as long as we need it to maintain our relationship with you or to provide information you requested, to comply with the law, and to ensure we do not communicate with individuals that asked us not to. We may also keep personal information. When we no longer need the information, we will dispose of it securely or delete accordingly.

To determine the appropriate retention period for personal data, we consider:

- the amount, nature, and sensitivity of the personal data
- the potential risk of harm from unauthorised use or disclosure of your personal data
- the purposes for which we process your personal data
- whether we can achieve those purposes through other means
- the applicable legal, regulatory, tax, accounting, or other requirements.

Storage and international data transfers

Nichols will always attempt to use UK based storage to keep the personal information we have. We may also store information in paper files. We use appropriate technical and organisational security measures including encryption and access control to protect personal data from unauthorised use, loss, alteration, or destruction. Where data processing is carried out on our behalf by a third party, we take steps to ensure that appropriate security measures are in place to prevent unauthorised disclosure of personal data.

Despite these precautions, however, we cannot guarantee that unauthorised persons will not obtain access to personal data.

We may transfer personal information to reputable third-party organisations situated inside or outside the European Economic Area. These organisations are required to safeguard personal information pursuant to their contractual obligations or participation in international data transfer mechanisms. If you wish to know more information, contact us on 020 7292 7000 or email gdpr@nichols.uk.com.

What are your rights?

Access

You have the right to request us to provide you details of the personal information we hold about you. We will take no longer than 30 days to complete the request and we are obliged to fulfil this request for free, however, The Nichols Group reserve the right to charge a 'reasonable fee' for requests that are unfounded or excessive, particularly if it is repetitive. We may also charge a 'reasonable fee' to comply with requests for further copies of the same information. This does not mean that we will charge for all subsequent access requests. Our fee will be based on the administrative cost of providing this information. For further information, email people@nichols.uk.com.

Data portability

You have the right to ask us to provide you (in a structured, commonly used, and machine-readable format without hindrance) personal information about you that we have which you had provided to us. You may ask us to transmit it directly to another controller if it is technically feasible.

Correction

You have the right to ask us to correct our records if you believe they contain incorrect or incomplete information about you.

Erasure

You have the right to erasure (deletion), without undue delay, of your personal information for which you later withdraw your consent to processing, or when it is no longer needed for the purpose for which it was originally collected. Data records required by law will be kept in some circumstances.

Processing restrictions

You have the right to temporarily restrict our processing of your personal information if: you contest the accuracy of your personal information; you prefer we restrict its use rather than erase it; you need it to be preserved to establish, exercise, or defend a legal claim; whilst you are verifying whether we have overriding legitimate grounds to use it. You have the right to be informed before we lift the processing restriction.

Object

You have a right to object to the processing of your personal data that we carry out on the basis of legitimate interests in certain circumstances. You can also object to our marketing activities for any reason by reply to the email with the subject 'REMOVE' or clicking the unsubscribe link set out within any marketing communications.

Withdraw Consent

If you have provided consent to any processing of your personal data, you have a right to withdraw that consent.

Automated individual decision-making

The Nichols Group does not currently employ automated processing/profiling that produce legal effects for individuals.

Complaints

We endeavour to respond to you within 30 days from receipt of your correspondence related to privacy matters. However, you have the right to lodge a complaint with the Information Commissioner's Office online at <https://ico.org.uk/concerns/handling/>.

Please note that the above rights are not absolute, and we may be entitled to refuse requests, wholly or partly, where exceptions under the applicable law apply.

Changes to this policy

We may update this privacy policy from time to time and so you should review this page periodically. If we make any material changes to this privacy policy, we may notify you by email or by means of a prominent notice on our website prior to the change becoming effective. Changes to this privacy policy are effective when they are posted in this document.