

Encorepreneurs' Club Ltd customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

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Contact details

Email

encorepreneursclub@gmail.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)
- Records of meetings and decisions
- Information relating to compliments or complaints
- Information relating to sponsorship

We collect or use the following information for **service updates or marketing purposes**:

- Names and contact details
- Marketing preferences

- Records of consent, where appropriate

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [You can read more about this right here.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [You can read more about this right here.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [You can read more about this right here.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

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

Our lawful bases for the collection and use of your data

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

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - We collect and use personal information to communicate with individuals who have expressed an interest in our services, including our podcast, mentoring programmes, giveaways, and downloadable resources. Our legitimate interest is to provide valuable content, support, and offers to people over 50 who are starting or growing businesses, helping them to improve their personal wellbeing and business performance. The information we collect enables us to tailor communications and resources to suit the specific needs and interests of our audience. We believe the benefits of receiving relevant, targeted support and information outweigh any minimal risk to individuals. We always ensure that individuals can easily opt out or withdraw consent at any time, and we never share personal data without permission.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an

undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:

- We collect and use personal information to send occasional service updates and marketing communications to individuals who have shown an interest in our podcast, mentoring programmes, or resources for later-life entrepreneurs. Our legitimate interest is to keep our audience informed about relevant new content, offers, events, or changes that may be of value to them as they start or grow their business and work towards greater personal wellbeing. We believe the benefit of receiving timely, relevant updates and opportunities outweighs any minimal risk or inconvenience. We respect people's privacy, limit the frequency of our communications, and ensure that every message includes a clear and easy way to unsubscribe or manage preferences.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Where we get personal information from

Directly from you

- Online
- At events or meetings (such as via business cards), from which the information is securely stored in digital format (e.g. spreadsheets in Google Drive) and used in line with this privacy notice.

How long we keep information

We only keep your personal information for as long as it is needed to carry out the purposes set out in this privacy notice. This means we'll retain your information while you are actively engaged with Encorepreneurs' Club Ltd — for example, if you are subscribed to receive updates, resources, or offers, or are taking part in one of our programmes, events, or giveaways.

If you unsubscribe, withdraw consent, or request for your information to be deleted, we will securely remove your data from our systems unless we are legally required to keep it for longer. If Encorepreneurs' Club Ltd ceases to operate or the services change significantly, we will review the information we hold and delete anything no longer relevant or necessary.

We regularly review the data we hold to ensure it is accurate, up to date, and only kept for as long as needed.

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>

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