

Synergia Consult Limited*Transformation Consultancy, Programme Delivery & Learning*

Privacy Policy

Status: MANDATED — statutory / legal requirement*Legal basis: UK GDPR and the Data Protection Act 2018*

Effective date: [Effective Date] | Next review: [Next Review Date — recommended annually] | Owner: [Policy Owner / Director]

Who we are

Synergia Consult Limited ("Synergia Consult", "we", "us") provides business and project management consultancy, transformation and change support, workshop facilitation, staff and management training, and an online project management training academy. This policy explains how we collect, use, store and protect personal data from clients, learners, website visitors, job applicants and suppliers.

What data we collect

We collect personal data that you give us directly and data generated through your use of our services and website:

- Contact details: name, job title, organisation, email address, telephone number
- Enquiry and engagement data: project or training requirements, correspondence, meeting notes
- Learner data: course enrolments, assessment results, certification records, progress on the online academy
- Website and technical data: IP address, browser type, pages visited, referral source (see our Cookie Policy)
- Recruitment data: CVs, references and interview notes, where you apply to work with us
- Payment data: invoicing details processed via our accounting and payment providers (we do not store full card numbers)

How we use your data

We use personal data to deliver consultancy and training engagements, administer the online academy and issue certificates, respond to enquiries, manage contracts and invoicing, meet legal and accreditation obligations, and — where you have opted in — send updates about our services.

Legal basis for processing

- Performance of a contract, where processing is necessary to deliver an engagement or course you have booked
- Legitimate interests, for business development, service improvement and website analytics
- Consent, for marketing communications and non-essential cookies
- Legal obligation, for tax, accreditation and safeguarding records

Sharing your data

We do not sell personal data. We share data with sub-processors who support delivery — including our learning management system, video-conferencing, email, accounting and payment providers — under written data processing agreements. We may disclose data where required by law or to protect our legal rights.

International transfers

Where a service provider stores data outside the UK, we rely on adequacy decisions or the UK International Data Transfer Agreement / Standard Contractual Clauses to ensure equivalent protection.

Retention

We retain client and learner records for the duration of the engagement plus a period necessary for accreditation, tax and legal purposes, in line with our Data Protection & Information Security Policy. Marketing consent is retained until withdrawn.

Your rights

Under UK GDPR you have the right to access, correct, erase or restrict your data, to data portability, and to object to processing based on legitimate interests or direct marketing. To exercise these rights, contact us at the details below.

Complaints

You can raise a concern with us directly, or with the Information Commissioner's Office (ico.org.uk) if you believe we have not handled your data lawfully.

Contact

Data queries: info@synergiaconsult.com. This policy is reviewed annually or when our processing activities change materially.

This policy is issued by Synergia Consult Limited (Company No. 17436025), 128 City Road, London, EC1V 2NX, United Kingdom.
Contact: info@synergiaconsult.com | www.synergiaconsult.com.