

The Sales Lady Ltd - Privacy Policy

Our contact details:

Name: Helen Tebay

Company Name: The Sales Lady Ltd

Contact: 07384 407 734 and helen@saleslady.co.uk

Last updated 8th Aug 2025

The type of personal information we collect:

The Company may process information contained in any enquiry you submit to us regarding our services and products ("enquiry data"). If a user contacts us via email or via a contact form, the personal information transmitted by the user is automatically stored.

The personal information may include:

- the user's contact information.
- the user's name.
- the name of the user's employer.
- the user's job title or role.
- the metadata associated with the communication; and
- information contained in communications between the user and the Company.

Such personal data transmitted on a voluntary basis by the Company are stored for the purpose of processing or contacting the user, managing our relationships with customers, keeping records of communication with the user such as sending quotations and invoicing and promoting our products and services to customers.

How we get the personal information and why we have it?

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- because you have asked us to do something (for example, send you newsletters or a quotation);
- so that we can reply to queries or complaints;
- to develop and manage our business relationships;
- to help grow our business and fulfil our contracts;
- to provide services to clients;
- to calculate payments to associates or Affiliates/Referrers.
- to meet our legal obligations.

We try to make sure the information we hold is accurate and up to date and is no more than we need to have.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting The Sales Lady Ltd and Helen Tebay.

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

(e) We need it to perform a public task.

(f) We have a legitimate interest.

How we store your personal information:

Your information is securely stored. The personal information that we process for any purpose or purposes will not be kept for longer than is necessary for the expressed purpose. We will retain your personal data as follows:

- email address, name and phone number will be retained for a minimum period of 7 years and for a maximum period of 10 years.
- In some instances, it is not possible for us to specify in advance the periods for which your personal information will be stored by us. In such cases, we will determine the period of retention based on the following criteria:
- the period of retention of email address, IP addresses, name and phone number will be determined based on the continuation of contact with you.

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 information.

Your right to rectification - You have the right to ask us to rectify personal information 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 information in certain circumstances.

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

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

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, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at helen@saleslady.co.uk if you wish to make a request.

How to complain:

If you have any concerns about our use of your personal information, you can make a complaint to us at helen@saleslady.co.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>