
Privacy notice to clients

Wickenstones collects personal data about individuals who work at organisations we currently work with or aim to work with in the future. This notice will refer to these individuals collectively as clients.

This notice gives information about how your data are processed. You can find further information on Wickenstones' data protection policy, [here](#).

The team responsible for these data, and for ensuring that all processes in this privacy notice are followed, is administrative support, who can be contacted at admin@wickenstones.com.

The data we collect and how we collect them

The data we hold may include your name, work email address, phone number, job title, department, organisation and place of work. We have collected this information either from the public domain (e.g. from your employer's web site or LinkedIn) or from working with you in the past.

Why we collect/store data

We rely on legitimate interests and contract as our lawful bases for processing client data. Where we use legitimate interests, we have considered that the data subjects would reasonably expect their data to be processed in this way, and that the processing presents little to no risk or detriment to them.

We collect data about you to enable us to work with you on projects. Knowing how to contact you by phone or email is essential for working with you effectively. Knowing your job title and department helps us to understand your role in a project and decide how best to assist you.

Another reason we collect and store this information is to be able to maintain a relationship with you and explore opportunities for future projects. Under 'data processing' below, we explain what this entails.

Data storage

When working on a project with you, the project team will store your contact details in a secure SharePoint file which is only accessible to that team. Once the project is over, project files will be securely archived.

Your name and job title may be shared with the senior team as part of general updates on client relationships and project work.

We have a customer relationship management (CRM) database which is hosted by CMap. CMap complies with GDPR and you can read their GDPR statement [here](#). All of the data we hold about you (name, job title, department, organisation, work email address and phone number) are stored on this database. Wickenstones has a secure, password-protected account for each employee, however, only our leadership team has access to the CRM on CMap. We continually update the data on our CRM database based on our best available information, every three years.

Data processing

Project teams that you are working with will necessarily use your data to contact you by email or phone about the project.

The cluster lead assigned to your organisation will use your data to assess opportunities at your organisation, and to contact you about current projects, or possible future projects in which you have expressed an interest: for example, if you submit a request for proposal, the cluster lead may contact you for further discussion.

Wickenstones uses client data stored in the CRM database to make contact with potential clients by phone or email to introduce them to Wickenstones, and to send thought leadership articles by email up to four times a year to all our clients.

Third parties

In addition to CMap, mentioned above, we may share your data with the following third parties:

- Microsoft is a data processor for our expert data because they provide storage and the functionality to sort, filter and share data internally. Microsoft adheres to the GDPR and their data protection policy can be accessed [here](#).
- AirIT is a data processor for our expert data because they are our IT support. AirIT adheres to the GDPR and their data protection policy can be found [here](#).

Your rights under GDPR

You can read about your rights to erasure and access [here](#) and [here](#). If you wish to make a request under your right to access or right to erasure, please email GDPR@wickenstones.com.