



Privacy Policy

HKW Risk Management Ltd is a B2B consultancy working predominantly with businesses in Bristol and the South West. We believe in making management systems simple and we offer straightforward risk management advice and strategic support in an approachable and friendly way. We specialise in thinking differently and providing bespoke quality and environmental management systems that are easy to use, enhance business operations, support growth and provide assurance to Directors that risks are being managed as they should be.

What we do and the way we do it is rooted in our business values:

1. Keep it simple – we look after other people’s data and information in the way that we would like ours to be looked after
2. Stay curious – we always ask why something is done, and how it can be done better
3. Do the right thing – we lead by example with our personal and professional behaviours
4. Think green – we consider the environmental consequences of our actions and strive to make the best choice for the environment
5. Be generous – we share our knowledge and experience openly with our clients with the intention that one day we will no longer be needed. We donate a proportion of pre-tax profits to our two charities, St Richard’s Hospice and We Talk Club
6. Have fun – we approach serious subjects with open hearts and a sense of humour
7. Eat cake – which is self-explanatory!

HKW Risk Management is registered with the ICO on registration number A8498352.

HKW Risk Management only collects personal data for business purposes. We use the GDPR and ICO definition of ‘personal data’ which means any “*information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier*”. The categories of personal data we collect, and use are:

- Names and surnames
- Business email addresses
- Business phone numbers
- Business addresses

We collect your personal data in various ways such as meeting you at a networking event and you giving us your contact details, approaching you on Linked In or by being introduced by someone else.

HKW Risk Management has no need to collect sensitive personal data and does not collect or use such data.

Our lawful basis for processing as well as the purposes of the processing are detailed in the table below:

Purpose/Activity	Type of data	Lawful basis for processing
Providing proposals and quotes to you	Contact details	Contract
Carrying out work as agreed with you	Contact details	Contract
Applying for quotes from Certification Bodies on your behalf	Contact details	Contract
Contacting you with information about services HKW Risk Management can provide	Contact details	Legitimate Interest - to grow our business and potentially yours as well

Document number	P5
Version number	4
Date of issue	September 2023



Introducing you to other contacts in our network whom we think you might find interesting or useful.	Contact details	Legitimate Interest – to grow our business and potentially yours as well
--	-----------------	--

Individuals have the following rights

Your Right	HKW Risk Management explanation
The right to be informed	This Privacy Policy provides information on what personal data we collect and what we do with it.
The right of access	<p>If you wish to access your personal data held by HKW Risk Management, please send an email to helen@hkwriskmanagement.co.uk with the title Subject Access Request.</p> <p>We will respond within a month.</p> <p>The response is likely to consist of emails and reports which mention you.</p>
The right to rectification	<p>If you wish to rectify your personal data, please send an email to helen@hkwriskmanagement.co.uk with the title Request for Rectification.</p> <p>We will respond in within a month.</p>
The right to erasure	<p>We are unlikely to be able to delete your personal data as it is likely to be attached to a contract and work completed as part of that contract and we need to hold records of the work we have completed for business development reasons or in case of claims.</p> <p>However, if you would like to be forgotten, please send an email to helen@hkwriskmanagement.co.uk with the title Forget Me.</p> <p>We will respond within a month.</p>
The right to restrict processing	You can request that we stop processing your data for a specified time period.
The right to data portability	HKW Risk Management can provide a copy of your personal data on request, this will consist of your contact details in a spreadsheet.
The right to object	HKW Risk Management does not carry out any Direct Marketing
Rights in relation to automated decision making and profiling.	HKW Risk Management does not carry out any automated decision making or profiling.

Document number	P5
Version number	4
Date of issue	September 2023



HKW Risk Management

www.hkwriskmanagement.co.uk helen@hkwriskmanagement.co.uk 07463 834 007

If you need any further information on the way we collect and use your personal data, or you have a complaint please contact us by email to helen@hkwriskmanagement.co.uk. You have the right to lodge a concern or complaint with the Information Commissioner's Office via <https://ico.org.uk/concerns/> .

This Privacy Policy will be reviewed and may be updated, any changes will be available on our website or will be emailed to you where appropriate.

Document number	P5
Version number	4
Date of issue	September 2023