Introduction

At Matthew James Consulting, maintaining the security of your data is a top priority to us. We are committed to maintaining the trust and confidence of the visitors to our website. In particular, we want you to know that Matthew James Consulting is not in the business of selling, renting or trading email lists with other companies or businesses for marketing purposes. In this policy, we've included lots of information on when and why we collect your personal information, how we use it and how we keep it secure

The Website – www.mj-consulting.co.uk

Our website is hosted by Wix.com. We and they take a proactive approach to user privacy and ensure the necessary steps are taken to protect the privacy of its users throughout their visiting experience. www.mj-consulting.co.uk complies with all UK national laws and requirements for user privacy. For additional information, here is a link to Wix.com's website containing information on GDPR, where you can also view their Privacy Policy: https://www.wix.com/about/privacy

Use of cookies

What are cookies?

Cookies are small files saved and stored to the user's computer's hard drive that track, save and store information about the user's interactions and usage of the website. This allows the website, through its server to provide the users with a tailored experience within this website.

What do we use cookies for?

Wix.com uses several persistent cookies for purposes of session and user authentication, security, keeping the User's preferences (e.g., regarding default language and settings), connection stability (e.g., for uploading media, using e-Commerce features, etc.), monitoring performance of their services and marketing campaigns, and generally providing and improving their Services.

If you want to delete or block any cookies, please refer to the help and support area on your internet browser for instructions on how to locate the file or directory that stores cookies. Information on deleting or controlling cookies is also available at www.aboutcookie.org (note that this website is not provided by Wix, and we therefore cannot ensure its accuracy, completeness or availability). Please note that deleting our cookies or disabling future cookies or tracking technologies may prevent you from accessing certain areas or features of our Services, or may otherwise adversely affect your user experience.

Google Analytics & Formilla

When someone visits www.mj-consulting.co.uk we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify an individual. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

Additionally, we use a Live Chat application on our website called Formilla. When someone visits our website, Formilla detects the IP address of that person, their geolocation (based on IP address look-up), and what device they're using when accessing our website. By default, Formilla only stores this information when you initiate a chat conversation or submit an offline email form when you're offline to assist in identifying the individual later. In the event the visitor submits an offline email form, their email address is retained as well. Additional data can also be collected from data subjects when using "pre-chat" form fields, including First Name, Last Name, Email Address, and other custom fields as you have configured in the "Advanced Options" of your Formilla chat settings.
Customer data is retained indefinitely and remains available inside your Formilla account unless deleted from the Contacts page. Deleted data is removed from your Formilla account and can no longer be accessed online. The data is retained in an offline (inactive) state on Formilla servers. All customer data is backed up on a regular basis and stored on separate backup media for up to an additional 90 days, after which it is overwritten and/or deleted permanently. **– Further to Formilla's data storage policy; Matthew James Consulting will delete any data stored on Formilla after 3 months.**

Mailing Lists

As part of the registration process for our e-newsletter, we collect personal information which is stored by Wix. We use that information for a couple of reasons: to tell you about stuff you've asked us to tell you about; to contact you if we need to obtain or provide additional information; to check our records are right and to check every now and then that you're happy and satisfied. We don't rent or trade email lists with other organisations and businesses.

To opt out of this service, simply click on the unsubscribe link at the bottom of the email received.

Access to your personal information

Whilst using our website or services, you may be required to provide personal information; We will use this information to administer our website, applications, client databases and marketing material. We will ensure that all personal information supplied is held securely in accordance with GDPR. Further, by providing telephone, fax and email details, you consent to Matthew James Consulting contacting you using that method. You are entitled to view, amend, or delete the personal information that we hold. Email your request to Jamie Carpenter on jcarpenter@mj-consulting.co.uk

Changes to this Privacy Notice

This policy will be reviewed on 1st June 2021. It was last reviewed on 4th June 2020.