



**THE HOUSTON EXCHANGE**

POWERFUL, PROFITABLE CONVERSATIONS

## Privacy Policy

This privacy policy applies to our online activities as well as to any information collected offline or via channels other than this website.

### Visitors to the Houston Exchange Website

When someone visits our website, 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 anyone.

### Enquiries

- **Contacting us by email** - The Houston Exchange stores emails on our servers so we can refer to them to help resolve your enquiry. We will ensure any personal data is kept to a minimum.
- **Calling us** - We do not record telephone calls. Any messages left on our voicemail system are responded to and then deleted from our servers after 30 days.

### Personal data we collect

As a guide, we will collect your address, telephone number(s) and email address(es) if you participate in any of our processes. We use this personal data as the basis for managing interactions with you. If you participate in one of our Leadership and Coaching Programmes we may collect assessment data, development data, psychometric data, 360° feedback data, reference data and coaching conversations data. The provision of all data to The Houston Exchange is voluntary. All your personal information remains confidential. We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or if is set out in any relevant contract you hold with us

### How we use your information

- Improve our products and services.
- Carry out our obligations arising from any contracts entered between you and us.
- Deal with responses to surveys or questionnaires.
- Gather feedback on the services we provide.
- Notify you of changes to our services.
- Send you communications, which you have requested and that may be of interest to you, including occasional updates on our services.

### Sharing your Information

We will only share data with companies or other organisations that are an essential part of providing services to you. We will also ensure these organisations keep your information as safe as we do. These can include, but is not limited to, the following categories of organisations:

- **ICT Support Services** - Companies that support and develop our ICT Systems, such as our database and website and e mail servers.
- **Other Operational Services** - Payment service providers (PayPal).
- **Psychometric Support Services** – Organisations from whom the Houston Exchange use to purchase psychometric instruments and provide psychometric reports.

### Access and control

You have the right to access any data that we hold on you. You also have the right to ask us to remove any data that we hold on you from our systems. This can be done by emailing us at [info@houstonexchange.co.uk](mailto:info@houstonexchange.co.uk). Finally, if you have additional questions or require more information about our Privacy Policy, do not hesitate to contact us by emailing us at: [cthompson@houstonexchange.co.uk](mailto:cthompson@houstonexchange.co.uk)

### Your Rights

You have several rights with regards to your personal data:

- You have the right to be given information about how your data is processed and why.
- You have a right to access the personal data we hold about you.
- You have the right to ensure the information we hold about you is accurate and complete.
- You have the right to have your personal data deleted.
- You have the right to ask the Houston Exchange to restrict processing your personal data.
- You have the right to ask us to transfer your personal data.
- You have the right to withdraw consent to the Houston Exchange sending you information by email.

### How to contact us

The Houston Exchange is responsible for ensuring your personal information is managed correctly. We are the 'Data Controller' registered with the Information Commissioners Office and our registration number is **ZA421862**.

If you would like any further information about our privacy policy, or if you would like to exercise any of the rights listed above, please contact us on [cthompson@houstonexchange.co.uk](mailto:cthompson@houstonexchange.co.uk) or write to:

The Houston Exchange  
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