

PRIVACY POLICY (UK & CANADA)

Last updated: February 28, 2026

OuterPivot (“we”, “our”, “us”) is committed to protecting your privacy and handling your personal information with transparency and care. This Privacy Policy explains how we collect, use, store, and protect personal data when you visit our website, contact us, or work with us.

We comply with the **UK General Data Protection Regulation (UK GDPR)**, the **Data Protection Act 2018**, and **Canada’s Personal Information Protection and Electronic Documents Act (PIPEDA)**.

1. Information We Collect

We collect only the information necessary to provide our services and operate our website.

Information you provide directly

- Name, email address, phone number
- Organisation name and role
- Information submitted through enquiry forms or booking calls
- Information shared during consultations, workshops, or project work
- Billing and invoicing details (if applicable)

Information collected automatically

- IP address and browser type
- Website usage data (pages visited, time on site)
- Cookies and analytics data (non-identifiable)

We do **not** collect sensitive personal data unless it is voluntarily shared for project-related purposes (e.g., community engagement insights). When this occurs, we handle it with heightened confidentiality.

2. How We Use Your Information

We use your information to:

- Respond to enquiries and provide requested services
- Manage client relationships and project delivery
- Send updates, proposals, or administrative communications

- Improve our website and user experience
- Maintain internal records and compliance obligations

We do **not** sell, rent, or trade your personal information.

3. Legal Basis for Processing (UK GDPR)

We process personal data under the following lawful bases:

- **Consent** — when you submit a form or sign up for communication
- **Contract** — when we provide consulting services
- **Legitimate interests** — improving our services, maintaining security
- **Legal obligation** — financial and tax record-keeping

4. How We Store and Protect Your Data

We use secure digital systems to store personal information, including encrypted cloud-based tools commonly used in the consulting and nonprofit sectors.

We take reasonable steps to protect your data from loss, misuse, or unauthorised access, including:

- Password-protected systems
- Limited access for authorised personnel only
- Secure communication tools
- Regular data housekeeping

5. Sharing Your Information

We may share your information only when necessary:

- With trusted service providers (e.g., scheduling tools, email platforms)
- With partners or subcontractors involved in delivering your project (with your knowledge)
- When required by law or regulatory authorities

We do **not** transfer data outside the UK or Canada unless adequate safeguards are in place.

6. Data Retention

We retain personal data only for as long as necessary:

- Enquiry data: up to 12 months
- Client project data: typically 3–7 years (for legal and financial compliance)

- Workshop or consultation materials: retained only with consent

You may request deletion at any time unless we are legally required to retain certain records.

7. Your Rights (UK & Canada)

You have the right to:

- Access your personal data
- Correct inaccurate information
- Request deletion (“right to be forgotten”)
- Withdraw consent
- Object to certain processing
- Request data portability
- Lodge a complaint with the ICO (UK) or OPC (Canada)

To exercise these rights, contact: **outerpivot@gmail.com**

8. Cookies

Our website may use cookies for basic analytics and functionality. You can disable cookies in your browser settings.

9. Third-Party Links

Our website may contain links to external sites. We are not responsible for their privacy practices.

10. Contact Us

For questions about this policy or your data rights:

OuterPivot

Email: **outerpivot@gmail.com**

Location: London, England, United Kingdom