



## Rise Empowerment Ltd – PRIVACY POLICY

In using this website or placing an order with us you are deemed to have read and agreed to the following terms and conditions:

### **Privacy Policy**

Rise! Empowerment Ltd is committed to protecting your privacy. We will not share your information with third parties without your expressed permission in writing. Any data collected is for the purposes in which it is meant as described below.

### **What information do we collect from you?**

Rise! Empowerment Ltd uses your personal data to manage, administer and process your order. With your consent we will keep in contact with you for the following purposes.

We may collect the following information:

- Name and job title
- Contact information including email address
- Demographic information such as your region
- Employment details
- Information for technical security monitoring purposes such as your IP address and the version of your browser



- Depending on the service we provide to you as an individual or your company, we may also request more detailed information about your employment. For example, the department, function or team you work in, the grade or level of your employment, the length of employment and professional experience and goals.

### **We may collect personal data in the following ways:**

- Data disclosed by the individual directly
- Data disclosed by an authorised third party (e.g. employer) on the individual's behalf
- Data obtained from a linked system or database
- Data generated through user interaction with systems and/or services
- Where an individual's data is provided to Rise! Empowerment Ltd by an authorised third party such as your employer (e.g. programme delegate lists), it is the third party's responsibility to ensure they have the correct lawful basis in place to share this data with Rise! Empowerment Ltd.

### **Why do we collect this information?**

We will always inform you about the intended use of your personal data. However, the main purpose of collecting your personal data is to provide the service you have requested, or we are contracted to provide in relation to your order/account/programme e.g. CV/Resume construction, career consultancy, individual coaching, programme/workshop development & facilitation or Employment Advisor training & development.



The information we collect allows us to better understand your needs and provide you with a better service. Other requirements served are:

- Internal record keeping.
- We may use the information to improve our products and services.
- To contact you in response to a specific enquiry.
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided. You can decline this at any time.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, skype, Zoom online meeting, fax or mail. We may use the information to customise the website according to your interests. Where we rely on your consent, such as any consent we seek for email marketing, you can withdraw this consent at any time.

### **Who might we share your information with?**

where sensitive information may emerge during the coaching is bound and held in strict confidence. The lawful basis for collecting this data is covered under our contract with you. We will not supply your data to third parties for marketing purposes.

How long do we keep hold of your information?

We will hold your data for a maximum of 7 years to meet legal a



## How we collect data

Rise! Empowerment Ltd collects the information provided by you via:

- Our online enquiry forms
- Services order form

Together with information we learn about you from

- Communication with you
- Your use of our services and visits to our web site

We will use your information to provide and customise our interactions with you, so you get best use of our service.

## Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- Whenever you are asked to fill in a form on the website, you can choose whether you want the information to be used by anybody for direct marketing purposes. If you do not opt into receiving this communication, we will not share this with you.
- If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by contacting us by email, by writing to us or calling us.
- We will not sell, distribute or lease your personal information to third parties unless we are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.
- You may request details of personal information which we hold about you under the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA



2018). If you would like a copy of the information held on you. Please email: [info@risempowerment.co.uk](mailto:info@risempowerment.co.uk)

We will also use your contact (email and telephone) details to communicate with you. We would like to hear your views to help us improve our service, so we may contact you in the future to ask for your feedback. Please note, there may be instances when it is necessary for us to communicate with you, in any event, for administrative or operational reasons relating to our service.

## **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

## **Our Cookie Policy**

We may also store information about you using cookies (files which are sent by us to your computer or other access device) which we can access when you visit our site in future. We do this to see how many people are visiting this site using Google Analytics. We also use session cookies which are used to remember which (if any) products you wish to purchase from the site. These session cookies are deleted once you leave our website. If you want to delete any cookies that are already on your computer, please refer to the instructions for your file management software to locate the file or directory that stores cookies.



Information on deleting or controlling cookies is available at [www.AboutCookies.org](http://www.AboutCookies.org). Please note that by deleting our cookies or disabling future cookies you may not be able to access certain areas or features of our site.

### **CV/Resume updates**

Will only be provided on documents curated by us and will be charged at a pro rata rate. This offer applies to any new content which needs adding to your CV relating to new employment, results, qualifications or professional development which have occurred within the first year from the date of your order. To qualify for this offer, all such new information must be provided in writing by email to us at any time within the first year from the exact date of your order.

This offer applies to the main/first CV that you ordered, and does not apply to any additional documents purchased such as LinkedIn profiles, cover letters or additional versions of the CV. It does not cover realignment of the CV to target a role profile different from the original brief. If information is sent to us to update your CV at any time after exactly one year from the date of your order, the update will be subject to the full cost of rewriting the document.

Payment & Process: Listed prices include our capturing any information for your new CV and any other documents by email Q&A. Consultations are only provided at an additional, pre-agreed surcharge. The CVs we create are maximum two





pages in length and are aligned with one target role profile/function each, which you outline in your original order with us.

If you require an addendum document, contact us for a bespoke quote. Payment is required in full before we begin any preparation work - by debit/credit card, PayPal or BACs. Funds must have cleared before any work commences.

We aim to email the first draft of your CV (or next-move action plan if ordered) within ten working days (our working days are Monday to Friday, 09:00 to 17:30 UK time) following our receipt of all information requested/captured.

However, this can take place prior or after the due date at our discretion should you fail to provide us with the requisite information, or we feel additional time is needed to perform the necessary written work.

Any comments or questions you have on the CVs, cover letters or next-move action plans we create must be provided in writing by email. If you require changes to any documents ordered, the details of each change must be fully itemised in writing only, either via a) an email list or b) added via tracked comments onto the original document itself, but not both.

If you would like to make changes to the documents yourself, please ensure each one is tracked so that we can review/approve. If you choose to rewrite/reformat any of the documents yourself, we cannot then redraft them. In these cases, the full fee will be retained.



We will only start preliminary work on any other documents ordered when creating your first document (either the CV/Cover letter or next-move action plan), but complete and deliver them to you individually after receiving your email approval of each preceding document. Orders therefore for additional documents cannot be cancelled once we have emailed you the first new document. All documents we provide are in PDF/MSWord formats.

## **Distance Selling Regulations**

The following distance selling regulations, shown here negate your right to cancel, as your contract commences when payment details are given by you.

The supply of services and personalised goods, as outlined in Distance Selling Regulations 13, "the consumer will not have the right to cancel the contract by giving notice of cancellation pursuant to regulation 10, 13:1A and 13:1C in respect of contracts for the supply of services if the performance of the contract has begun."

We do, however, recognise clients can have a change of circumstance and therefore offer a cancellation policy, that balances our administration costs, as well as our research/preparation and/or other work undertaken, prior to your CV/ Cover letter/next-move Action plan completion. If you cancel by email notification to us:





1. At any time after our email request for your objective, or an example target role, or other information attracts the full 100% cancellation fee.
2. Up to 7 working days prior to a consultation: 10% will be deducted from the refund.
3. Up to 4 working days prior to a consultation: 25% will be deducted from the refund.
4. Up to 2 working days prior to a consultation: 50% will be deducted from the refund.
5. Cancellation on the day of a consultation attracts the full 100% cancellation fee.
6. \* Cancellations will be scheduled for the next working day, where email notifications are made after 18:00 BST - UK time.

Refunds due will be credited back to your card/account within 30 days of cancellation order in writing.

Important notice: Documents curated, CV, Cover letter, Next move action plan are based upon information that you supply to us. ***We cannot accept responsibility for any false or inaccurate information supplied.***

This site provides links to other sites which we hope will be of relevance to you. We do not accept any responsibility for the content of those sites. We can in no way guarantee that the use of our products will result in an interview or job offer.

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Revised April 2019 – Pmcleod

Risempowerment Ltd - Company registered in England No: 08561422

