

Privacy Notice

This Privacy Notice for RISOVENT LTD ('we', 'us', or 'our'), describes how and why we might access, collect, store, use, and/or share ('process') your personal information when you use our services ('Services'), including when you: Visit our website at <https://risovent.com>, or any website of ours that links to this Privacy Notice.

RISOVENT LTD is a company specialising in delivering and creating training workshops and mentorship sessions, committed to empowering businesses to transform how they innovate.

Engage with us in other related ways, including any sales, marketing, or events Questions or concerns? Reading this Privacy Notice will help you understand your privacy rights and choices. We are responsible for making decisions about how your personal information is processed. If you do not agree with our policies and practices, please do not use our Services.

If you still have any questions or concerns, please contact us at contact@risovent.com

This is the privacy notice of **RISOVENT LTD, 15355330**. ('we', 'our', or 'us').

Our registered office is at **White Building Studios, 1-4 Cumberland Place, Southampton, England, SO15 2NP**

Contact details

Email

contact@risovent.com

Introduction

This notice describes how we collect, store, transfer and use personal data. It tells you about your privacy rights and how the law protects you.

In the context of the law and this notice, 'personal data' is information that clearly identifies you as an individual or which could be used to identify you if combined with other information. Acting in any way on personal data is referred to as 'processing'.

RISOVENT LTD is based in the United Kingdom. This Privacy Notice explains how RISOVENT LTD processes personal data in connection with our website, services, social media platforms, online communities, and Discord server. Individuals may access our online spaces from different countries, but RISOVENT LTD processes personal data in accordance with applicable UK data protection laws. Third-party platforms such as Discord may also process personal data under their own privacy policies and terms.

This notice applies to personal data collected through our website and through social media platforms and online retail platforms, including Hostinger, Microsoft Bookings, Microsoft Outlook, Microsoft Teams, Discord, TikTok, Instagram and LinkedIn.

RISOVENT LTD may operate an online community on Discord called the RISOVENT Ecosystem. This community is intended for adults aged 18 and over. When you join or participate in the RISOVENT Ecosystem, Discord may process your personal data under its own privacy policy and terms. RISOVENT LTD may process information you choose to share in the community, such as your username, professional name, role, interests, messages, questions, reports, and participation in discussions or online sessions. We use this information to manage the community, respond to questions, provide learning resources, organise sessions, moderate the server, protect members, and improve our services. Please do not share sensitive personal data, confidential employer or client information, protected intellectual property, or anything you are not authorised to disclose.

Except as set out below, we do not sell personal data or disclose it to third parties unless this is necessary to provide our services, operate our online platforms and websites, comply with the law, or protect our rights and community.

Personal data we process

1. How we obtain personal data

We collect personal information that you provide to us. We collect personal information that you voluntarily provide to us when you express an interest in obtaining information about us or our products and Services, when you participate in activities on the Services, or otherwise when you contact us.

The information we process about you includes information:

- you have directly provided to us
- that we gather from third party databases and service providers

- as a result of monitoring how you use our website or our services

2. Types of personal data we collect directly

When you use our website, our services or buy from us, for example, when you inquire, enquire, or contact us about a service, reach out for another purpose, or engage in our services, including signing a service agreement contract, we ask you to provide personal data. This can be categorised into the following groups:

- personal identifiers, such as your first and last names and your title
- contact information, such as your email address, your telephone number and your postal addresses for billing, delivery and communication
- payment information, such as a debit or credit card number and expiry date and bank account details
- records of information and communication between us including messages sent through our website, email messages, telephone conversations and online chats, messages and conversations
- professional information such as job titles and roles, organisation name and details such as department or team affiliations.
- participation details such as records of attendance or participation in training sessions, workshops or mentorship or any of our other services.
- Where RISOVENT LTD provides face-to-face training, workshops, events, or mentorship sessions, we may process personal data such as participant names, professional roles, organisation details, attendance records, communications, feedback, and information needed to organise and deliver the session. If relevant, we may also process access or dietary requirements provided by participants or clients. Please avoid sharing unnecessary sensitive personal data during face-to-face sessions.
- information and contents about the services provided to the client, including specific content and interactions related to those services.
- feedback and evaluations from training sessions, workshops and mentorship sessions.

3. Types of personal data we collect from third parties

We confirm some of the information you provide to us directly using data from other sources. We also add to the information we hold about you, sometimes to remove the need for you to provide it to us and sometimes in order to be able to assess the quality of the services you offer.

The additional information we collect can be categorised as follows:

- information that confirms your identity
- business information, including your business trading name and address, your company number (if incorporated), and your VAT number (if registered)
- information that confirms your contact information
- reviews and feedback about your business on other websites through which you sell your services

4. Types of personal data we collect from your use of our services

By using our website and our services, we process:

- information you contribute to our community, including reviews
- technical information about the hardware and the software you use to access our website and use our services, including your Internet Protocol (IP) address, your browser type and version and your device's operating system
- usage information, including the frequency you use our services, the pages of our website or platforms that you visit, whether you receive messages from us and whether you reply to those messages
- transaction information that includes the details of the products services you have bought from us and payments made to us for those services
- your preferences to receive marketing from us; how you wish to communicate with us; and responses and actions in relation to your use of our services.

5. Our use of aggregated information

We may aggregate anonymous information such as statistical or demographic data for any purpose. Anonymous information is that which does not identify you as an individual. Aggregated information may be derived from your personal data but is not considered as such in law because it does not reveal your identity.

For example, we may aggregate usage information to assess whether a feature of our website is useful.

However, if we combine or connect aggregated information with your personal data so that it can identify you in any way, we treat the combined information as personal data, and it will be used in accordance with this privacy notice.

6. Special personal data

Special personal data is data about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data.

It also includes information about criminal convictions and offences.

We do not collect any special personal data about you.

7. If you do not provide personal data we need

Where we need to collect personal data by law, or under the terms of a contract we have with you, and you fail to provide that data when requested, we may not be able to perform that contract.

In that case, we may have to stop providing a service to you. If so, we will notify you of this at the time.

The bases on which we process information about you

The law requires us to determine under which of six defined bases we process different categories of your personal data, and to notify you of the basis for each category.

If a basis on which we process your personal data is no longer relevant then we shall immediately stop processing your data.

If the basis changes then if required by law we shall notify you of the change and of any new basis under which we have determined that we can continue to process your information.

8. Information we process because we have a contractual obligation with you

When you create an account on our website, buy a product or service from us, or otherwise agree to our terms and conditions, a contract is formed between you and us.

In order to carry out our obligations under that contract we must process the information you give us. Some of this information may be personal data.

We may use it in order to:

- verify your identity for security purposes when you use our services
- sell products or services to you
- provide you with our services
- provide you with suggestions and advice on products, services and how to obtain the most from using our website

We process this information on the basis there is a contract between us, or that you have requested we use the information before we enter into a legal contract.

We shall continue to process this information until the contract between us ends or is terminated by either party under the terms of the contract.

9. Information we process with your consent

Through certain actions when otherwise there is no contractual relationship between us, such as when you browse our website or ask us to provide you more information about our business, including our products and services, you provide your consent to us to process information that may be personal data.

Wherever possible, we aim to obtain your explicit consent to process this information, for example, we ask you to agree to our use of non-essential cookies when you access our website.

If you have given us explicit permission to do so, we may from time to time pass your name and contact information to selected associates whom we consider may provide services or products you would find useful.

We continue to process your information on this basis until you withdraw your consent or it can be reasonably assumed that your consent no longer exists.

You may withdraw your consent at any time by instructing us at contact@risovent.com. However, if you do so, you may not be able to use our website or our services further.

We aim to obtain and keep your consent to process your information. However, while we take your consent into account in decisions about whether or not to process your personal data, the withdrawal of your consent does not necessarily prevent us from continuing to process it. The law may allow us to continue to process your personal data, provided that there is another basis on which we may do so. For example, we may have a legal obligation to do so.

10. Information we process for the purposes of legitimate interests

We may process information on the basis there is a legitimate interest, either to you or to us, of doing so.

Where we process your information on this basis, we do after having given careful consideration to:

- whether the same objective could be achieved through other means
- whether processing (or not processing) might cause you harm
- whether you would expect us to process your data, and whether you would, in the round, consider it reasonable to do so

For example, we may process your data on this basis for the purposes of:

- improving our services
- record-keeping for the proper and necessary administration of our business
- responding to unsolicited communication from you to which we believe you would expect a response
- preventing fraudulent use of our services
- exercising our legal rights, including to detect and prevent fraud and to protect our intellectual property
- insuring against or obtaining professional advice that is required to manage business risk
- protecting your interests where we believe we have a duty to do so

11. Information we process because we have a legal obligation

Sometimes, we must process your information in order to comply with a statutory obligation.

For example, we may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order.

This may include your personal data.

12. Information we process to protect vital interests

In situations where processing personal information is necessary to protect someone's life, where consent is unable to be given and where other lawful bases are not appropriate, we may process personal information on the basis of vital interests.

For example, we may inform relevant organisations if we have a safeguarding concern about a vulnerable person.

How and when we process your personal data

13. Your personal data is not shared

We do not share or disclose any personal information collected through our website to third parties. However, we utilize third-party services to support our operations, which includes Hostinger for website hosting and Microsoft Bookings for scheduling appointments, along with other Microsoft products that are essential for delivering our services. While using these services, your personal data may be processed indirectly by these third parties as part of the service delivery.

14. Information you provide

Our website allows you to post information with a view to that information being read, copied, downloaded, or used by other people.

For example, when you leave a review or post a message on our website, we reasonably assume that you consent for the message to be seen by others. We may include your username with your message, and your message may contain information that is personal data.

Other examples include:

- tagging an image
- clicking on an icon next to another visitor's message to convey your agreement, disagreement or thanks

In posting personal data, it is up to you to satisfy yourself about the privacy level of every person who might use it.

We do not specifically use this information except to allow it to be displayed or shared.

We do store it, and we reserve a right to use it in the future in any way we decide.

We provide you with a public profile page, the information on which may be indexed by search engines or used by third parties. The information you provide on that profile page may be made available to the public.

Once your information enters the public domain, we have no control over what any individual third party may do with it. We accept no responsibility for their actions at any time.

Provided your request is reasonable and there is no legal basis for us to retain it, then at our discretion we may agree to your request to delete personal data that you have posted. You can make a request by contacting us at contact@risovent.com.

15. Payment information

Payment information is not processed through our website, nor is it handled directly by us in any form. Our employees and contractors do not have access to your card payment details. All client and customer payments are exclusively conducted via bank transfers to our designated bank account. However, authorized employees do have access to our bank account for accounting, recording, verifying and transaction management purposes.

16. Direct Debit information

We do not offer Direct Debit as a payment method. All clients and customers payments are conducted exclusively via bank transfers to our designated bank account at Lloyds Bank. We maintain records and keep copies of all bank transactions to ensure financial tracking and for compliance with any regulations.

17. Job application and employment

If you send us information in connection with a job application, we may keep it for up to three years in case we decide to contact you at a later date.

If we employ you, we collect information about you and your work from time to time throughout the period of your employment. This information will be used only for purposes directly relevant to your employment. After your employment has ended, we will keep your file for six years before destroying or deleting it.

18. Credit reference

To assist in combating fraud, we share information with credit reference agencies, so far as it relates to clients or customers who instruct their credit card issuer to cancel payment to us without having first provided an acceptable reason to us and given us the opportunity to refund their money.

19. Service providers and business partners

We may share your personal data with businesses that provide services to us, or with business partners.

As examples:

- we may pass your payment information to our payment service provider to take payments from you
- We may use fraud prevention agencies and credit reference agencies to verify your identity. We may pass your information to these agencies if we strongly suspect fraud on our website or as part of the security measures before or during the provision of our services to you
- We may outsource certain tasks or projects to individuals or other businesses who possess the expertise required to complete these tasks or projects effectively. This may involve sharing your contact or project-related information to ensure the successful delivery of our services

20. Referral partners

This is information given to us by you in your capacity as an affiliate of us or as a referral partner.

It allows us to recognise visitors that you have referred to us, and to credit to you commission due for such referrals. It also includes information that allows us to transfer commission to you.

The information is not used for any other purpose.

We undertake to preserve the confidentiality of the information and of the terms of our relationship.

We expect any affiliate or partner to agree to reciprocate this policy.

Use of information we collect through automated systems

21. Cookies

Cookies are small text files that are placed on your computer's hard drive by your web browser when you visit a website that uses them. They allow information gathered on one web page to be stored until it is needed for use at a later date.

They are commonly used to provide you with a personalised experience while you browse a website, for example, allowing your preferences to be remembered.

They can also provide core functionality such as security, network management, and accessibility; record how you interact with the website so that the owner can understand how to improve the experience of other visitors; and serve you advertisements that are relevant to your browsing history.

Some cookies may last for a defined period of time, such as one visit (known as a session), one day or until you close your browser. Others last indefinitely until you delete them.

Your web browser should allow you to delete any cookie you choose. It should also allow you to prevent or limit their use. Your web browser may support a plug-in or add-on that helps you manage which cookies you wish to allow to operate.

The law requires you to give explicit consent for use of any cookies that are not strictly necessary for the operation of a website.

When you first visit our website, we ask you whether you wish us to use cookies. If you choose not to accept them, we shall not use them for your visit except to record that you have not consented to their use for any other purpose.

If you choose not to use cookies or you prevent their use through your browser settings, you may not be able to use all the functionality of our website.

We use cookies in the following ways:

- to track how you use our website

- to record whether you have seen specific messages we display on our website
- to keep you signed in to our website
- to record your answers to surveys online forms and questionnaires on our site while you complete them
- to record the conversation thread during a live chat with our support team

We provide more information about the cookies we use in our cookie policy.

22. Personal identifiers from your browsing activity

Requests by your web browser to our servers for web pages and other content on our website are recorded.

We record information such as your geographical location, your Internet service provider and your IP address. We also record information about the software you are using to browse our website, such as the type of computer or device and the screen resolution.

We use this information in aggregate to assess the popularity of the webpages on our website and how we perform in providing content to you.

If combined with other information we know about you from previous visits, the data possibly could be used to identify you personally, even if you are not signed in to our website.

23. Re-marketing

Re-marketing involves placing a 'tracking technology' such as a cookie, a 'web beacon' (also known as an 'action tag' or a 'single-pixel GIF') to track which pages you visit and to serve you relevant adverts for our services when you visit some other website.

The benefit of re-marketing technology is that we can provide you with more useful and relevant adverts, and not show you ones repeatedly that you may have already seen.

We may use a third-party advertising service to provide us with re-marketing services from time to time. If you have consented to our use of such tracking

technologies, you may see advertisements for our products and services on other websites.

We do not provide your personal data to advertisers or to third-party re-marketing service providers. However, if you are already a member of a website whose affiliated business provides such services, that affiliated business may learn of your preferences in relation to your use of our website.

Other matters

24. Your rights

The law requires us to tell you about your rights and our obligations to you in regard to the processing and control of your personal data.

We do this now, by requesting that you read the information provided at <http://www.knowyourprivacyrights.org>

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

Your right of access - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here.](#)

Your right to rectification - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here.](#)

Your right to erasure - You have the right to ask us to delete your personal information. [You can read more about this right here.](#)

Your right to restriction of processing - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here.](#)

Your right to object to processing - You have the right to object to the processing of your personal data. [You can read more about this right here.](#)

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [You can read more about this right here.](#)

Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

25. Use of our services by children

We do not sell products or provide services for purchase by children, nor do we market to children.

If you are under 18, you may use our website only with consent from a parent or guardian.

The RISOVENT Discord Ecosystem server is intended only for adults aged 18 and over.

We collect data about all users of and visitors to these areas regardless of age, and we anticipate that some of those users and visitors will be children.

Although we post educational and promotional content on our social media channels, these activities are intended for a general audience and are not specifically directed towards children.

26. Encryption of data sent between us

We use Secure Sockets Layer (SSL) certificates to verify our identity to your browser and to encrypt any data you give us.

Whenever information is transferred between us, you can check that it is done so using SSL by looking for a closed padlock symbol or other trust mark in your browser's URL bar or toolbar.

27. Delivery of services using third party communication software

With your consent, we may communicate using software provided by a third party such as Microsoft Teams, Zoom, Discord, Microsoft Outlook, Titan email and any other Microsoft products or services.

Such methods of communication should secure your personal data using encryption and other technologies. The providers of such software should comply with all applicable privacy laws, rules, and regulations, including the GDPR.

If you have any concerns about using a particular software for communication, please tell us.

28. Data may be processed outside the UK

Our websites are created using Hostinger Website Builder and utilize Cloudflare's content delivery network (CDN), which distributes our website's data across a global network of servers in over 250 locations worldwide. This setup ensures optimal performance by loading the website from the server closest to each visitor, enhancing user experience through reduced latency.

For various business operations such as communications, document handling, and collaborative tasks, we rely on Microsoft's cloud services, including Microsoft Teams and Office 365. According to Microsoft's privacy statement, they maintain major data centers in locations globally, including but not limited to Australia, Austria, Brazil, Canada, and several European and Asian countries. Microsoft has outlined in their privacy statements that they adhere to rigorous data protection standards, including compliance with frameworks such as the EU-U.S. Data Privacy Framework and the use of Standard Contractual Clauses for international data transfers. This information influences our choice to use their services, as it aligns with our commitment to data protection.

We may also use outsourced services in countries outside the UK from time to time in other aspects of our business.

Accordingly data obtained within the UK or any other country could be processed outside the UK.

We use the following safeguards with respect to data transferred outside the UK:

- the data protection clauses in our contracts with data processors include transfer clauses written by or approved by a supervisory authority
- We utilize globally recognized service providers to facilitate the delivery of our services. These providers, which include platforms such as Microsoft and Discord, and hosting services such as Hostinger may process personal data on servers located outside the United Kingdom. We select these providers based on their commitment to upholding data protection standards that are consistent with GDPR

29. Control over your own information

It is important that the personal data we hold about you is accurate and up to date. Please inform us if your personal data changes.

At any time, you may contact us to request that we provide you with the personal data we hold about you.

At any time you may review or update personally identifiable information that we hold about you, by signing in to your account on our website.

To obtain a copy of any information that is not provided on our website you should contact us to make that request.

When we receive any request to access, edit or delete personal data we first take reasonable steps to verify your identity before granting you access or otherwise taking any action. This is important to safeguard your information.

Please be aware that we are not obliged by law to provide you with all personal data we hold about you, and that if we do provide you with information, the law allows us to charge for such provision if doing so incurs costs for us. After receiving your request, we will tell you when we expect to provide you with the information, and whether we require any fee for providing it to you.

If you wish us to remove personally identifiable information from our website, you should contact us to make your request.

This may limit the service we can provide to you.

We remind you that we are not obliged by law to delete your personal data or to stop processing it simply because you do not consent to us doing so. While having your consent is an important consideration as to whether to process it, if there is another legitimate basis on which we may process it, we may do so on that basis.

30. Communicating with us

When you contact us, whether by online, through our website or by email, we collect the data you have given to us in order to reply with the information you need.

We record your request and our reply in order to increase the efficiency of our business.

We may keep personally identifiable information associated with your message, such as your name and email address so as to be able to track our communications with you to provide a quality service.

31. Complaining

If you are not happy with our privacy policy, or if you have any complaint, then you should tell us.

You can find further information about our complaint handling procedure at <https://risovent.com/legal>

When we receive a complaint, we record the information you have given to us on the basis of consent. We use that information to resolve your complaint.

We aim to investigate all complaints relating to user generated content. However, we may not be able to do so as soon as a complaint is made. If we feel that it is justified or if we believe that the law requires us to do so, we shall remove the content while do so.

Making a complaint may not result in the removal of the content. Ultimately, we have to make a judgment as to whose right will be obstructed: yours, or that of the person who posted the content that offends you.

If we think your complaint is vexatious or without any basis, we shall not correspond with you about it.

If your complaint reasonably requires us to notify some other person, we may decide to give to that other person some of the information contained in your complaint. We do this as infrequently as possible, but it is a matter for our sole discretion whether we do give information, and if we do, what that information is.

We may also compile statistics showing information obtained from this source to assess the level of service we provide, but not in a way that could identify you or any other person.

If a dispute is not settled then we hope you will agree to attempt to resolve it by engaging in good faith with us in a process of mediation or arbitration.

If you are in any way dissatisfied about how we process your personal data, you have a right to lodge a complaint with the Information Commissioner's Office (ICO). This can be done at <https://ico.org.uk/make-a-complaint/>. We would, however, appreciate the opportunity to talk to you about your concern before you approach the ICO.

32. Retention period

Except as otherwise mentioned in this privacy notice, we keep your personal data only for as long as required by us:

- to provide you with the services you have requested
- to comply with other law, including for the period demanded by our tax authorities
- to support a claim or defence in court

Retention Periods Defined:

- **Service Delivery:** We retain personal data for as long as necessary to provide you with the services you have requested and to manage ongoing transactions, including follow-ups or related services.
- **Legal Compliance:** To comply with our legal obligations, particularly in relation to financial and tax-related matters, we are required to retain records for six years. This period also covers the limitation for bringing claims and dispute resolution.

- **Claim and Dispute Resolution:** We retain personal data for six years to support any claim or defense in court, which aligns with common statutory limitation periods for legal claims.
- **Secure Deletion:** Once the retention period has expired, or when we no longer need the data for the purposes for which it was collected, personal data is securely deleted or anonymized, consistent with our data protection policies and procedures. Secure deletion ensures that your information is safely and permanently removed, protecting your privacy.
- **Review and Adjustment:** Our data retention policies are regularly reviewed to ensure they remain compliant with current laws and are aligned with industry best practices. Any necessary adjustments are made to ensure continued protection of your data and compliance with legal obligations.
- **Transparency:** This retention policy is communicated to all data subjects via this privacy notice. It is designed to be transparent about our data handling practices and to assure you that your personal data is kept only as long as legally permissible and necessary for the intended purposes.

33. Compliance with the law

Our privacy policy complies with the law in the United Kingdom, specifically with the Data Protection Act 2018 (the 'Act') accordingly incorporating the EU General Data Protection Regulation ('GDPR') and the Privacy and Electronic Communications Regulations ('PECR').

34. Review of this privacy policy

We shall update this privacy notice from time to time as necessary.