

Unity Group Solutions Limited

Privacy Policy

Last updated: April 2026

1. Introduction

Unity Group Solutions Limited (“we”, “us”, “our”) is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, store, and share your personal data when you visit our website (unitysolutions.org.uk), use our services, or otherwise interact with us.

We are registered in England and Wales. Our registered office address is The Oakley, Kidderminster Road, Droitwich, Worcestershire, WR9 9AY, United Kingdom.

For the purposes of the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, Unity Group Solutions Limited is the data controller.

If you have any questions about this Privacy Policy or how we handle your personal data, please contact us at hello@unitysolutions.org.uk.

2. Information We Collect

We may collect and process the following categories of personal data:

2.1 Information You Provide to Us

- Your name, email address, telephone number, and any other details you provide when you contact us via our website contact form, by email, or by telephone.
- Information you provide when you subscribe to our newsletter or mailing list.
- Information you provide when you register for or attend one of our events, webinars, or workshops.
- Information contained in any correspondence you send to us.
- Details you provide when you engage us for consultancy, training, or other professional services, which may include your job title, employer name, and business contact details.

2.2 Information We Collect Automatically

- Technical information including your IP address, browser type and version, operating system, and device type.
- Information about your visit to our website, including the pages you view, the links you follow, and the duration of your visit.
- Cookie data and similar tracking technologies (please see Section 8 for more information about cookies).

2.3 Information from Third Parties

- We may receive information about you from third parties such as event organisers, professional networks, or referral partners where you have consented to your information being shared with us.

3. How We Use Your Information

We use the personal data we collect for the following purposes:

- To respond to your enquiries and provide you with the information, products, or services you have requested.
- To deliver our consultancy, training, and professional services to you or your organisation.
- To send you our newsletter and other communications where you have opted in to receive them. You can unsubscribe at any time.
- To administer and manage events, webinars, and workshops you have registered for.
- To improve our website, services, and the experience we provide.
- To comply with our legal and regulatory obligations.
- To protect our legitimate business interests, including the administration and management of our business.

4. Lawful Basis for Processing

Under the UK GDPR, we must have a lawful basis for processing your personal data. The lawful bases we rely on are:

4.1 Consent

Where you have given us clear consent to process your personal data for a specific purpose, such as subscribing to our newsletter or opting in to receive marketing communications. You have the right to withdraw your consent at any time by contacting us at hello@unitysolutions.org.uk or by using the unsubscribe link in any marketing email.

4.2 Contract

Where the processing is necessary for the performance of a contract with you or your organisation, or to take steps at your request before entering into a contract. This includes the delivery of our consultancy, training, and professional services.

4.3 Legitimate Interests

Where the processing is necessary for our legitimate interests or those of a third party, provided those interests are not overridden by your rights and freedoms. Our legitimate interests include administering and improving our business, maintaining our website, and communicating with you about our services.

4.4 Legal Obligation

Where the processing is necessary for us to comply with a legal obligation, such as maintaining business records for tax and accounting purposes.

5. Who We Share Your Information With

We do not sell, rent, or trade your personal data to third parties. We may share your personal data with the following categories of recipients where necessary:

- Service providers who assist us in operating our website, delivering our services, and managing our business, such as website hosting providers, email service providers, and event management platforms. These providers process your data only on our instructions and are subject to contractual obligations to keep your data secure.
- Professional advisers, including accountants, legal advisers, and auditors, where necessary for the administration of our business.
- Law enforcement or regulatory bodies where we are required to do so by law or to protect our legal rights.
- Any successor to all or part of our business, in the event of a merger, acquisition, or sale of assets, in which case your personal data may be transferred as part of that transaction.

6. International Transfers

We primarily store and process your personal data within the United Kingdom and the European Economic Area (EEA). Where we transfer your personal data outside the UK or EEA, we will ensure that appropriate safeguards are in place to protect your data, in accordance with the UK GDPR. These safeguards may include standard contractual clauses approved by the Information Commissioner's Office (ICO) or transfers to countries that have been deemed to provide an adequate level of data protection.

7. How Long We Keep Your Information

We retain your personal data only for as long as is necessary to fulfil the purposes for which it was collected, including to satisfy any legal, accounting, or reporting requirements.

The retention periods we apply are as follows:

- Contact form enquiries: We retain your details for up to 24 months from the date of your last interaction with us, unless you request deletion sooner.
- Newsletter subscribers: We retain your details for as long as you remain subscribed. If you unsubscribe, we will delete your data within 30 days unless we are required to retain it for legal reasons.
- Client records: We retain records relating to the delivery of our professional services for a minimum of six years after the conclusion of the engagement, in line with our legal and regulatory obligations.
- Event attendees: We retain your registration details for up to 24 months after the event, unless you request deletion sooner.
- Website analytics data: We retain anonymised analytics data for up to 26 months.

When your personal data is no longer required, we will securely delete or anonymise it.

8. Cookies

Our website uses cookies and similar technologies to enhance your browsing experience, analyse website traffic, and understand how visitors use our site.

8.1 What Are Cookies?

Cookies are small text files that are placed on your device when you visit a website. They are widely used to make websites work more efficiently and to provide information to the website owner.

8.2 Types of Cookies We Use

Strictly Necessary Cookies: These cookies are essential for the website to function properly. They enable core functionality such as page navigation and access to secure areas of the website. The website cannot function properly without these cookies.

Analytics Cookies: These cookies help us understand how visitors interact with our website by collecting and reporting information anonymously. We use this information to improve our website and the experience we provide.

Functionality Cookies: These cookies enable the website to provide enhanced functionality and personalisation, such as remembering your preferences.

8.3 Managing Cookies

When you first visit our website, you will be presented with a cookie consent banner that allows you to accept or decline non-essential cookies. You can change your cookie preferences at any time through your browser settings. Please note that disabling certain cookies may affect the functionality of our website.

9. Your Rights

Under the UK GDPR and the Data Protection Act 2018, you have the following rights in relation to your personal data:

- The right of access: You have the right to request a copy of the personal data we hold about you.
- The right to rectification: You have the right to request that we correct any inaccurate or incomplete personal data we hold about you.
- The right to erasure: You have the right to request that we delete your personal data, subject to certain legal exceptions.
- The right to restrict processing: You have the right to request that we restrict the processing of your personal data in certain circumstances.
- The right to data portability: You have the right to request that we provide your personal data in a structured, commonly used, and machine-readable format.
- The right to object: You have the right to object to the processing of your personal data where we are relying on legitimate interests as our lawful basis. You also have the right to object to direct marketing at any time.
- Rights in relation to automated decision-making: You have the right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning you or similarly significantly affects you. We do not currently carry out any automated decision-making.

To exercise any of these rights, please contact us at hello@unitysolutions.org.uk. We will respond to your request within one month. In certain circumstances, we may extend this period by a further two months where requests are complex or numerous, but we will inform you of any extension within the first month.

There is no fee for exercising your rights, although we may charge a reasonable fee if your request is clearly unfounded, repetitive, or excessive. We may also refuse to comply with your request in such circumstances.

10. Data Security

We take the security of your personal data seriously and have implemented appropriate technical and organisational measures to protect it against unauthorised or unlawful processing, accidental loss, destruction, or damage. These measures include:

- Encryption of data in transit and at rest where appropriate.
- Access controls to limit access to personal data to authorised personnel only.
- Regular review of our data processing practices and security measures.
- Use of reputable, secure service providers who are contractually bound to protect your data.

While we take all reasonable precautions to protect your personal data, no method of transmission over the internet or method of electronic storage is completely secure. We cannot guarantee the absolute security of your data.

11. Third Party Links

Our website may contain links to third party websites, plugins, and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy policies or practices. When you leave our website, we encourage you to read the privacy policy of every website you visit.

12. Children's Privacy

Our website and services are not directed at children under the age of 16. We do not knowingly collect personal data from children under 16. If we become aware that we have collected personal data from a child under 16, we will take steps to delete that data as soon as possible. If you believe we may have collected data from a child under 16, please contact us at hello@unitysolutions.org.uk.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, our services, or applicable law. Any changes will be posted on this page with an updated revision date. Where changes are significant, we will make reasonable efforts to notify you, for example by placing a prominent notice on our website. We encourage you to review this Privacy Policy periodically to stay informed about how we protect your data.

14. Complaints

If you are unhappy with how we have handled your personal data, you have the right to lodge a complaint with the Information Commissioner's Office (ICO), the UK's supervisory authority for data protection. You can contact the ICO at:

Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113

Website: ico.org.uk

We would, however, appreciate the opportunity to address your concerns before you contact the ICO. Please contact us in the first instance at hello@unitysolutions.org.uk.

15. Contact Us

If you have any questions about this Privacy Policy, wish to exercise any of your rights, or would like to discuss how we handle your personal data, please contact us at:

Unity Group Solutions Limited

Email: hello@unitysolutions.org.uk

We aim to respond to all enquiries within five working days.