

Privacy Policy

How we collect, use and protect personal information

Last updated: 1st October 2026

CONNOLLY DEVELOPMENTS
LEARNING CONSULTANCY

Connolly Developments Ltd
Telephone: +44 (0) 7772986676
Email address: alison@connolly-developments.co.uk

1. About this Privacy Policy

Connolly Developments Ltd is committed to protecting your privacy and handling personal information responsibly. This Privacy Policy explains what personal data we collect, how we use it, who we may share it with, how long we keep it and the rights you have in relation to your information.

This policy explains how we handle the personal information you share with us through our website, enquiries, client relationships and our work with Insights Discovery®, or through the services we provide, including workshops, masterclasses, learning consultancy and coaching.

Connolly Developments Ltd is the data controller for personal data where we decide how and why that information is processed.

If you have any questions about this Privacy Policy or how Connolly Developments Ltd handles personal data, please contact:

- Email address: alison@connolly-developments.co.uk
- Postal address: Unit 10 Stukeley Road Business Centre, Huntingdon, Cambridgeshire, England, PE29 6HF
- Telephone: +44 (0) 7772986676

2. Personal data we may collect

The information we collect depends on how you interact with us and the services being provided, it may include:

- Identity and contact information, such as your name, job title, organisation, email address and telephone number.
- Client and service information, including enquiries, proposals, contracts, Scope of Work details, attendance information and correspondence.
- Financial and transaction information needed to invoice for services, manage payments and maintain accounting records.
- Coaching information, including responses to pre-coaching questionnaires, goals, reflections and notes relevant to the coaching relationship.
- Insights Discovery® information, including profiles and related materials where an Insights Discovery® service is being provided.
- Feedback and evaluation information, such as workshop feedback, survey responses, ratings and testimonials where you choose to provide them.
- Marketing and communication preferences, including whether you wish to receive updates from us.
- Technical and usage information that may be collected when you use our website, such as IP address, browser information and information collected through cookies or similar technologies.

3. Special category data

We do not routinely ask for special category personal data. However, during coaching, workshops or other development work, you may choose to share information about matters such as health, wellbeing, ethnicity, religious or philosophical beliefs, sexual orientation, political opinions or trade union membership where it is relevant to the conversation or to reasonable adjustments.

If you choose to share sensitive personal information with us, we will only use it where it is necessary and where data protection law allows us to do so. If we need your explicit consent to use this information, we will ask you clearly before doing so.

4. How we collect personal data

We may collect personal data through a variety of different methods including:

- Directly from you when you contact us, complete a form or questionnaire, attend a session, provide feedback, enter into a coaching relationship or communicate with us by email, telephone, online meeting or in person.
- From your employer or another client organisation where they arrange services for you or provide participant information needed for delivery.
- From Insights Learning and Development Limited or associated Insights Discovery® systems where a profile or other service is being provided.
- Through our website and the technology used to operate it, including cookies, analytics or server logs where applicable.
- From publicly available professional sources where it is appropriate and lawful to do so.

5. How we use your personal data

We only use personal data where we have a lawful basis to do so including:

- To respond to enquiries and provide information about our services – it may be necessary for our legitimate interests in running and developing our business or to take steps before entering into a contract.
- To plan, administer and deliver agreed services – usually because it is necessary to agree a contract with you or with the organisation engaging us.
- To create or support Insights Discovery® profiles and related learning experiences – where necessary to deliver the agreed service.
- To provide coaching and maintain appropriate coaching records – where necessary to deliver the coaching service and support continuity between sessions.
- To issue invoices, process payments and maintain financial records – to perform our contract, pursue legitimate business interests and comply with legal obligations.
- To request, receive and use feedback – for our legitimate interests in evaluating and improving our services. We will ask permission before using an identifiable testimonial publicly.
- To manage our website, systems and information security – for our legitimate interests in operating our business safely and effectively.
- To send relevant marketing or business updates where permitted by law. Where consent is required, we will obtain it and you can withdraw it at any time.

6. Marketing

We may occasionally contact existing clients or people who have asked to hear from us about relevant services, events or updates where data protection and electronic marketing rules allow us to do so. We do not sell, rent or trade personal data or email lists for marketing purposes.

You can ask us to stop sending marketing communications at any time by emailing alison@connolly-developments.co.uk.

7. Sharing your personal data

We may have to share your personal data with the parties set out below but only where necessary and appropriate:

- Trusted associates or facilitators supporting the delivery of an agreed client service.
- Insights Learning and Development Limited and relevant Insights Discovery® systems where a profile or service is required.
- Technology, website, email, cloud storage, survey, accounting, payment or other service providers that support the operation of our business.
- Professional advisers such as accountants, insurers or legal advisers.
- HM Revenue and Customs, regulators, courts, law enforcement or other authorities where we are required or permitted by law to disclose information.

Where third parties process personal data on our behalf, we require them to protect it appropriately and to use it only for the agreed purpose.

8. International transfers

Some technology or service providers may process personal data outside the UK. Where this happens, we will take reasonable steps to ensure that an appropriate legal safeguard is in place, such as UK adequacy regulations or approved contractual safeguards, where required by data protection law.

9. Data security

We take appropriate technical and organisational measures to protect personal data against accidental loss, misuse, unauthorised access, alteration or disclosure. Access to personal information is limited to people and service providers who need it for legitimate business purposes and who are expected to keep it confidential.

If a personal data breach occurs, we will assess it promptly and notify affected individuals and the Information Commissioner's Office where we are legally required to do so.

10. Data retention

We keep personal data only for as long as it is reasonably needed for the purpose for which it was collected, including legal, accounting and reporting requirements as follows:

- Client, contract, invoice and transaction records are generally retained for up to six years after the end of the relevant financial year or client relationship where required for tax, accounting or legal purposes.
- Coaching questionnaires and working notes are normally retained for up to two years after the coaching relationship ends, unless a different period is agreed or a longer period is required for legal reasons.
- Insights Discovery® information is retained only for as long as needed to provide the agreed service and support appropriate follow-up, subject to any requirements of the relevant Insights Discovery® systems.
- General enquiries that do not lead to a client relationship are normally retained for up to two years where there is a reasonable business reason to keep them.
- Marketing information is retained until you unsubscribe, withdraw consent where consent is relied upon, or we determine that it is no longer appropriate to keep it.

We may anonymise information so that it can no longer identify you. Anonymised information may be retained for evaluation, learning or statistical purposes.

11. Your data protection rights

Depending on the circumstances and the lawful basis we rely on, you may have rights to:

- Request access to the personal data we hold about you.
- Ask us to correct inaccurate or incomplete personal data.
- Request we erase your personal data in certain circumstances.
- Ask us to restrict how we use your personal data in certain circumstances.
- Object to certain processing, including direct marketing.
- Ask for certain personal data to be transferred to you or another organisation.
- Withdraw consent at any time where we rely on consent. Withdrawing consent does not affect the lawfulness of processing conducted before withdrawal.

To exercise any of these rights, please email alison@connolly-developments.co.uk. We may need to ask for information to confirm your identity before responding to a request.

12. Cookies and third-party links

Our website may use cookies and similar technologies to make the site work and, where applicable, to understand how it is used. Where non-essential cookies are used, we will provide appropriate information and obtain consent where required. You can manage your choices through the cookie controls provided on the website.

Our website may contain links to third-party websites. We are not responsible for the privacy practices of those websites and recommend that you review their privacy information when you visit them.

13. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our services, how we use personal data or applicable law and guidance. The latest version will be published on our website with the date it was last updated.

14. Complaints

If you have a concern about how we use your personal data, please contact us first so that we have the opportunity to resolve it.

You also have the right to complain to the Information Commissioner's Office (ICO), the UK regulator for data protection. Further information is available at www.ico.org.uk.

15. Contact us

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