

Plain Numbers Privacy Notice

The Plain Numbers Project Limited is a registered limited company in the United Kingdom, based at Unit I, 1st floor, Caburn House, Brooks Road, Lewes, BN7 2BY. As such we are subject to the UK GDPR. This notice outlines the kinds of data we process, your rights in regards to that data, and how to exercise them.

The Data We Collect:

We may collect any or all of the following types of data upon your first contact with us:

- Your Name
- Your Email Address
- Your Job Title
- Your Phone Number

If you are receiving training from us, during your course we will also collect:

- Your training course documentation and work documents

How We Collect Your Data

We obtain some or all of this data for you when you:

- Make a sales enquiry with us through our website or by email
- Sign up for one of our webinars, community events or other events hosted by us
- Sign up for our newsletter
- Become a key contact in our delivery of services to one of our partner organisations
- Receive training or practical support from us
- Become a key contact in an organisation which provides services to us

We may also have sourced some of your information from certain third-party tools such as [Apollo](#) or [LinkedIn](#). Should you choose to exercise any of your rights under this privacy notice we can notify you if/where we sourced your information in this manner, but cannot delete it from these third-party tools ourselves.

What we do with your data

We may use the data we collect from you to:

- Support the efficiency of our sales processes
- Provide the information you may have requested in any enquiry to us

- Support delivery of our contracted services
- Communicate with our suppliers to receive services we have contracted them for
- Provide you with marketing communications from us which we believe you may find interesting

We May Pass Your Data to

- Our CRM provider (currently Insightly Inc.) – this is to ensure efficient retrieval of your contact information for the purposes of contacting you
- Our email host (currently Microsoft Outlook) - this is to ensure efficient communication with you
- Online meeting hosting and booking services (e.g Zoom, Contrast, BookWhen etc.) – this is to facilitate your attendance at any events or training you have signed up for
- The providers of specific software integrations – this is to enhance our service delivery to yourself and our customers (e.g. finance systems, training cohort booking software, practitioner zone restricted access etc.)
- The providers of marketing tools and software (e.g bulk email management systems) – this is also to manage our communications with you

Our Legal Bases for Processing Your Data

Our basis for any of the aforementioned processing of your data is be justified under the UK GDPR under the basis of one or more of the following:

- Consent – you have given your consent to our processing of your data at the point at which you provided it to us
- Contractual Obligation – we are obliged to process your data to fulfil our contractual obligations to yourself or to our suppliers
- Legitimate Interest – We have a legitimate interest in processing your data for our own business purposes

Where we are processing your data for the purposes of online marketing, you have the right to opt out of this at anytime. You can exercise this right by using the “Unsubscribe” link in any of our marketing emails, or contacting us directly using the contact details at the end of this privacy notice.

How We Store and Protect Your Data

Your data is stored securely within our databases and encrypted wherever possible. We also ensure your personal data remains secure by employing robust onboarding processes for any third party storing or processing your data. This includes checking their compliance with relevant data protection protocols for the storage and transfer of data. Suppliers

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Last Updated: 25th February 2026

Information Classification: Public

outside the UK are subject to additional controls to ensure our use of them is compliant with the UK GDPR.

Our standard data retention period for customers and suppliers is a maximum of two years after the end of a contractual relationship. For event attendees or other enquirers to Plain Numbers, the retention period is 7 years from the last time they contacted us. This may be varied dependent on specific requirements in individual contracts. At disposal all identifiable personal data will be securely destroyed or anonymised in all online systems. In very rare cases where physical copies of data exist, that will be securely shredded.

Your Rights in Relation to The Data We Hold About You

Under the UK GDPR you have a number of rights in relation to your data:

- Right to access - you have the right to ask us for copies of your personal data.
- Right to rectification - if any of your personal data is incorrect, out of date or incomplete, you have the right to ask us to correct it.
- Right to erasure - under some circumstances, you can ask us to erase all of your data
- Right to restriction - under some circumstances, you can ask us to stop or limit the processing of your personal data.
- Right to object - under some circumstances, you can object to the processing of your personal data.
- Right to data portability - under some circumstances, you can ask us to transfer your personal data to another organisation.
- Rights in relation to automated decision-making - You have the right to not have decisions made about you by automated processes, and can ask for a human to make those sorts of decisions. We do not perform any processing that would be affected by this right.

You can exercise any of these rights using the contact information later in this notice.

Contacting us and Complaints

If you have any concerns about how we use your personal data, you can raise any issues or complaints with our contact for privacy information below;

Diane Hume

Director of Finance & Operations

The Plain Numbers Project Limited

Unit 1, 1st floor, Coburn House

Brooks Road,

Lewes,

BN7 2BY

Email Address: diane@plainnumbers.org.uk

Phone no: 07311 396995

You can also complain directly to our Chief Executive:

Mike Ellicock

Chief Executive Officer

The Plain Numbers Project Limited

Email address: mike@plainnumbers.org.uk.

You can also complain directly to the Information Commissioners Office (ICO) at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline no: 0303 123 1113

Website: www.ico.org.uk

The current version of this document is available to any interested parties and is published on our website.

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