

Privacy Notice

Turn Over A New LEAF®

Last updated: 16 January 2026

Turn Over A New L.E.A.F.® is committed to protecting your privacy and handling your personal data transparently, responsibly, and in line with UK data protection law.

This Privacy Notice explains how we collect, use, store, and protect your personal data when you visit our website or engage with us online.

1. Who We Are

Data Controller:

Solution Focused People Ltd

Trading as **Turn Over A New LEAF®**

Website: <https://www.turnoveranewleaf.co.uk>

Email: solutionfocusedpeople@gmail.com

For the purposes of UK GDPR, we are the data controller of your personal data.

2. What Personal Data We Collect

We may collect and process the following information:

- **Contact information** – name, email address, phone number
- **Enquiry information** – messages submitted via contact forms or email
- **Booking and billing details** – where you purchase a service
- **Website usage data** – IP address, browser type, pages visited, and interaction data (via cookies and analytics)

We do **not** collect special category data via the website unless you explicitly choose to share it with us.

3. How We Collect Your Data

Your data may be collected when you:

- complete a contact or enquiry form
- sign up to a newsletter or mailing list
- book a service or event
- communicate with us by email
- browse our website (via cookies)

4. Lawful Bases for Processing

Under UK GDPR, we rely on the following lawful bases:

- **Consent** – where you opt in to communications
- **Contract** – where data is needed to deliver a service you've requested
- **Legitimate interests** – to operate and improve our website and services
- **Legal obligation** – where we must retain data for tax or regulatory reasons

5. How We Use Your Data

We use your data to:

- respond to enquiries
- provide services you request
- manage bookings and payments
- communicate relevant updates or information
- improve website performance and user experience
- meet legal and regulatory obligations

We do **not** sell your data or use it for automated decision-making.

6. Marketing Communications

If you receive emails from us, you can unsubscribe at any time using the link provided or by contacting us directly.

We only send marketing communications where you have given consent or where permitted under legitimate interest rules.

7. Cookies and Analytics

Our website uses cookies and analytics tools (such as Google Analytics) to understand how visitors use the site.

You can control cookies through your browser settings.

For full details, please see our **Cookie Policy** [link to be added].

8. Sharing Your Data

We may share data with trusted third-party service providers who support our website, bookings, email, or payment processing. These providers only process data on our instructions and are subject to appropriate confidentiality and security measures.

We may also disclose data if legally required to do so.

9. Data Retention

We retain personal data only for as long as necessary:

- enquiry data: typically up to 12 months
- client and billing data: in line with legal and accounting requirements

Data is securely deleted when no longer required.

10. Your Rights

Under UK GDPR, you have the right to:

- access your personal data
- request correction of inaccurate data
- request erasure (where applicable)
- restrict or object to processing
- withdraw consent at any time
- lodge a complaint with the Information Commissioner's Office (ICO)

To exercise your rights, contact us at:

solutionfocusedpeople@gmail.com

11. Data Security

We take appropriate technical and organisational measures to protect your personal data, including secure systems, access controls, and encryption where appropriate.

No online system is completely secure, but we work to minimise risk and respond promptly to any data breach in line with legal requirements.

12. Children's Privacy

Our website and services are not directed at children under 16.

We do not knowingly collect personal data from children without appropriate parental or guardian consent.

13. International Transfers

Your data is primarily processed in the UK.

Where data is transferred outside the UK, we ensure appropriate safeguards are in place.

14. Changes to This Notice

We may update this Privacy Notice from time to time.

The latest version will always be available on our website.

15. Contact Us

If you have questions about this Privacy Notice or how your data is handled, please contact:

 info@turnoveranewleaf.co.uk