

Privacy Notice

Maarifa Consultancy Services Limited ("Maarifa", "we", "us", "our")

Last updated: 30th April 2026

Maarifa Consultancy Services Limited is committed to protecting and respecting your privacy. This notice explains what personal data we collect, why we collect it, how we use it, and what rights you have under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This notice applies to:

- Visitors to our website - www.maarifaconsultancy.co.uk
- Prospective, current and former clients
- Individuals whose data we process on behalf of clients during HR consultancy work (e.g. employees involved in grievances, disciplinaries, investigations or other HR matters)
- Job applicants and business contacts

1. Who we are

Maarifa Consultancy Services Limited is registered in England & Wales, company number 12728534, registered office at 101 Earls Lane, Slough SL1 5TD.

We are the **data controller** for the personal data described in Section 3 below (data we collect directly, e.g. through our website or in managing our own client relationships).

Where we process personal data **on behalf of a client** — for example, HR case data relating to a client's employees during a grievance, disciplinary or investigation — we typically act as a **data processor**, and the client remains the data controller. That processing is governed by a separate data processing agreement with the client, not by this notice. Employees of our clients should refer to their own employer's privacy notice for how their data is used, unless we tell them otherwise for a specific piece of work.

Contact details: Email: info@maarifaconsultancy.co.uk

2. What personal data we collect

Depending on how you interact with us, we may collect:

- **Contact details:** name, job title, company, email address, phone number, postal address
- **Enquiry and communication data:** details you provide when contacting us via our website form, email or phone, including the nature of your HR query
- **Client and engagement data:** contract details, invoicing and payment information, correspondence relating to the services provided

- **HR case data** (where we are engaged to support a client with a specific matter): information relevant to that matter, which may include special category data (see Section 4)
- **Website usage data:** IP address, browser type, pages visited, and cookie data (see our separate Cookie Notice / Section 9 below)
- **Recruitment data:** if you apply to work with us, your CV, application details and interview notes

We do not knowingly collect data from children, and our services are not directed at children.

3. How we use your data and our lawful basis

Purpose	Lawful basis (UK GDPR Article 6)
Responding to enquiries and providing quotes	Legitimate interests (running our business) / steps prior to entering a contract
Delivering contracted HR consultancy, project or training services	Performance of a contract
Invoicing and financial record-keeping	Legal obligation (tax/accounting law)
Marketing communications (e.g. newsletters)	Consent, where required — you can withdraw this at any time
Improving our website and services	Legitimate interests
Recruitment	Steps prior to entering a contract / legitimate interests
Complying with legal or regulatory obligations	Legal obligation

We will not use your data for a purpose materially different from those listed here without telling you first.

4. Special category data

In the course of HR consultancy work (e.g. investigations, grievances, disciplinarys, absence management), we may process **special category data** — such as information about health, trade union membership, or matters relating to a person's race, religion, or sexual orientation where directly relevant to a case.

Where we process this as a **processor on behalf of a client**, the client (as controller) is responsible for identifying the lawful basis and an Article 9 condition, and this will be set out in our agreement with them.

Where we process such data directly ourselves, we rely on one or more of the conditions in Article 9 UK GDPR and Schedule 1 of the Data Protection Act 2018, most commonly:

- Substantial public interest conditions (e.g. preventing or detecting unlawful acts, or employment-related processing), or
 - Explicit consent, where appropriate
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5. Where your data comes from

Usually directly from you (via our website, email, phone, or in person). Where we are engaged by a client for HR case work, we may also receive data about individuals from the client (e.g. HR records, witness statements, internal correspondence) rather than from the individual directly.

6. Who we share your data with

We do not sell personal data. We may share data with:

- **Sub-processors / service providers** who support our operations, e.g. our website host (Wix), email provider, cloud storage, accountant — all under appropriate data protection terms
- **Professional advisers** (e.g. our own legal or insurance advisers) where necessary
- **Regulators or authorities**, where required by law
- **Clients**, where the data relates to work carried out for them

We do not transfer personal data outside the UK/EEA as a matter of course. If any of our service providers store or process data outside the UK/EEA (for example, cloud services with servers in the US), we ensure appropriate safeguards are in place, such as the UK International Data Transfer Agreement or an adequacy decision.

7. How long we keep your data

We keep personal data only as long as necessary for the purposes it was collected, including to satisfy legal, accounting or reporting requirements. As a guide:

- **Enquiry data (no engagement follows):** 12 months
 - **Client and contract records:** 6 years after the relationship ends, to align with limitation periods and HMRC requirements
 - **HR case data processed on behalf of a client:** retained and/or returned/deleted in line with the client's instructions and our data processing agreement
 - **Recruitment data (unsuccessful applicants):** 6 months
 - **Marketing consent records:** until you withdraw consent
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8. Your rights

Under UK GDPR, you have the right to:

- **Access** the personal data we hold about you
- **Rectification** of inaccurate or incomplete data
- **Erasure** ("right to be forgotten"), in certain circumstances
- **Restriction** of processing, in certain circumstances
- **Data portability**, where processing is based on consent or contract and carried out by automated means
- **Object** to processing based on legitimate interests or for direct marketing
- **Withdraw consent** at any time, where processing is based on consent, without affecting the lawfulness of processing before withdrawal
- **Not be subject to solely automated decision-making** with legal or similarly significant effects (we do not currently carry out any such automated decision-making)

To exercise any of these rights, contact us at info@maarifaconsultancy.co.uk. We will respond within one month, as required by law.

If you are not satisfied with how we have handled your data, you have the right to complain to the **Information Commissioner's Office (ICO)**:

- Website: ico.org.uk
- Helpline: 0303 123 1113

9. Cookies

Our website may use cookies and similar technologies to improve functionality and understand how visitors use the site.

10. Changes to this notice

We may update this notice from time to time. The "last updated" date at the top shows when it was last revised. We encourage you to review it periodically.

11. Contact us

If you have any questions about this notice or how we handle your data:

Maarifa Consultancy Services Limited Email: info@maarifaconsultancy.co.uk Company number: 12728534