

# buon.net Website Terms & Conditions

Welcome to our website. By using it, you're agreeing to the following terms of use, which should be read together with the following guidance.

[Accessibility](#)

[Cookies](#)

[Privacy policy](#)

Your use of this website is subject to the following terms:

The content of the pages of this website is for your general information and use only. It's subject to change without notice.

We try to make sure that the information on this site is accurate. However, we can't guarantee the accuracy, timeliness, performance, completeness or suitability of the information and materials on this website for any particular purpose.

You acknowledge that such information and materials may contain inaccuracies or errors.

Your use of any information on this website is entirely at your own risk. It's your responsibility to make sure that any products, services or information available through this website meet your specific requirements.

This website contains material which is owned by or licensed to us. This material includes, but is not limited to, the design, layout, look, appearance and graphics. Reproduction is prohibited.

From time to time this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).

Your use of this website and any dispute arising out of such use of the website is subject to the laws of England, Northern Ireland, Scotland and Wales.

## Accessibility

We want you to enjoy using our website, and to be able to access the information you need quickly and easily. With this in mind, we are continually working to update the website to make it as accessible as possible to everyone who uses it.

Following the launch of our new website in 2015, we are working towards achieving the AA accessibility standard, as laid out by W3C in their [Web Accessibility Initiative](#). Achieving this standard would demonstrate that our website has a high level of accessibility for users.

## PDF documents

We use PDF (Portable Document Format) documents on our website to make certain information available for you to download and view. PDFs are a common file format used on the internet. You will need the Adobe Acrobat reader in order to view them. If your computer doesn't already have this installed, you can download Acrobat Reader from the [Adobe website](#).

The accessibility of PDFs has improved in recent years for those using assistive technologies such as screen readers, navigation through the keyboard and enhanced screen viewing. You can find information about using these features on the [Adobe website](#).

### **Further information**

For detailed documentation and step-by-step guides to help you customise your particular web browser and computer setup, read the [W3C Better Web Browsing guide](#).

### **Get in touch**

We appreciate your patience as we work towards the W3C AA accessibility standard. As we continue to improve the accessibility of the website, your feedback is appreciated. If you have any suggestions about how we can improve our website's accessibility, or if you would like one of our publications in an alternative format, [let us know](#).

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## **Cookies**

This site, like many others, uses small files called cookies to help me to customise your experience. They help to provide you with a good experience when you browse the website, and also allow me to improve the site. By continuing to browse the site, you are agreeing to our use of cookies.

### **What are cookies?**

Cookies are small text files that are stored by your browser (for example, Internet Explorer or Safari) on your computer or mobile phone if you agree. They let websites store things like user preferences. Cookies allow your browser to 'remember' a website, so that it can recognise you when you come back and respond appropriately.

### **How does our website use cookies?**

Our website uses cookies in three ways:

- **Strictly necessary cookies.** These are cookies that are required for the operation of our website.
- **Functionality cookies.**
- **Analytics.** We use analytic tools to collect information about how people use our website. This helps to improve the site for future use and make sure that it's meeting the needs of the people using it.  
Analytics cookies store information about what pages people visit, how long they are on the site, how they got there and what they click on. Analytics cookies do not collect or store users' personal information (for example, names or addresses), so this information cannot be used to identify individuals.

### **How do I turn cookies off?**

All modern browsers allow you to change your cookie settings. You can usually find these settings in the 'options' or 'preferences' menu of your browser. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site.

### **Further information**

More information about cookies and their use on the internet can be found in the [Microsoft Cookies guide](#) and on the [All About Cookies website](#). You can check the cookies on any website by visiting <http://www.cookie-checker.com/>.

## **Privacy Policy**

### **1. Introduction**

Your privacy is a top priority. We are committed to always being a good custodian of your personal information, handling it in a responsible manner, and securing it with industry standard administrative, technical and physical safeguards.

We follow two guiding principles when it comes to your privacy:

- transparency - we work hard to be transparent about what personal information I collect and process
- simplicity - we try to use easy-to-understand language to describe our privacy practices to help you make informed choices

### **About Buon Consultancy**

Buon Consultancy is registered as a data controller with the Information Commissioner's Office (ICO) (ICO registered number Z8021035. Buon Consultancy is a Partnership.

If you have any queries about this privacy notice or about any aspect of our data management, please contact me at [tony@buon.net](mailto:tony@buon.net)

We will update this privacy notice regularly to ensure it continues to comply with the latest regulations and best practice. This privacy notice was published on the website on 22 May 2018 and updated on the 4 September 2018.

### **2. How we use your information**

#### **a) Storage and management of personal information**

As a client using our services, you grant us permission to process personal data which you have provided to me as follows:

We will keep records of payments for financial accountability reasons for six years.

Basic records of a client's name and contact details will be kept for the period that the client is making use of our services. Any consultancy reports or mediation outcomes/agreements will be kept for six years following the completion of the client contact in order to respond to any complaints or legal actions.

We destroy all contemporaneous mediation session notes immediately following the final session.

## **b) Visitors to our website**

When someone visits our website, we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way that does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

We use Google Analytics so that we can continually improve our service to you - read the [Google Analytics privacy notice](#).

Like most websites we use cookies to help the site work more efficiently - find out about our [use of cookies](#).

No user-specific data is collected by us or any third party. If you fill in a form on our website, that data will be temporarily stored on the web host before being sent to us.

## **c) Clients and enquiries**

The legal basis we use for processing the personal information of clients and those making enquiries is a combination of contract and legitimate interest.

We carefully safeguard the information we hold about clients. This information comes from the way clients engage with us, information provided through enquiry and booking forms, or details completed over the phone or in person when exploring your needs or session notes.

The information may also come from clients' interactions with us, for example, through social media, Website usage or surveys. It may include, for example, contact details, interests or guidance documents downloaded from our Website.

### **What the information is used for?**

We collect this information to provide our services to clients and to inform our development of new and improved services to continue to meet our clients' needs.

Specifically, we may use client information to:

- develop and improve our services through assessment and analysis of the information
- improve the relevance of marketing messages we may send you
- personalise our Website for you
- protect our systems

We send messages by post, telephone, text, email or other digital methods. These messages may be:

- to help meet your needs
- to meet our obligations
- to keep you informed about the services we provide that may be of interest
- we will never pass on your information to a third party

## **Sharing your information**

During your contact with us, we'll tell you how your information will be used and that it may be necessary to share it with other services and organisations

We will not share your information with any third parties unless:

- you have consented to this (for example by providing information to us after we've told you that we will supply the information to a third party)
- it is as part of our duty to protect a child, a vulnerable adult, yourself or the public
- for the prevention and detection of a crime or the assessment of any tax or duty
- we are required to do so by any court or law or any relevant regulatory authority
- to protect the rights, property or safety of ourselves or any third parties (for example for the purposes of fraud protection)

### **d) Members of the public who make enquiries**

We do not usually record or process any data from members of the public who ring us with general enquiries. If a query does require us to take personal data, we will explain this at the time. We do not record phone calls.

We retain emailed queries from the general public for a maximum of three months.

### **e) Clients and non-clients who attend our events**

If you apply to attend an event we will hold the information we need in order to deliver this event. Our legal basis for holding your data will be a combination of contract and legitimate interest.

All event attendees will be listed on the delegate list that is shared with other delegates, exhibitors and sponsors. Event information including video and still images, is stored on our PCs. We keep information about event attendees, presenters and actors for 25 years. Information about exhibitors and sponsors is kept for five years. We use SurveyMonkey to gather event evaluation.

## **Photography and filming**

If you attend an event or take part in a promotional activity, we may ask to take your photograph or film you. Any images we hold, whether in still photographs or video, may be covered by the definition of personal data in the GDPR. We will need your consent in order to take and use these images fairly and lawfully. We will ask you to complete the form below.

### [Photography and filming consent form](#)

#### **Filming**

We may record events for use in an online video library, publicity and marketing materials, including use on our Website. This filming will primarily focus on the speakers and their presentations; however, it may include some shots of the audience. By attending these events you are deemed to have consented to your inclusion in these recordings. If you don't want to be included in any recording it is your responsibility to tell the cameraman at the event before filming starts.

We may use third party processors to help me deliver successful events. We use a wide range of venues, mostly hotels, around the UK to host events. We ensure that we have appropriate data protection agreements with all of them.

#### **f) People who take part in our surveys and consultations**

We use third party processors for both our internal and external surveys. We collect minimal personal data in surveys - generally only email addresses so that we can keep in touch with participants. We keep information only for the duration of the survey campaign.

#### **g) People who sign up to our newsletter**

If you sign up to our newsletter we will only keep your email and name and we will renew your consent every two years.

### **3. Accounting and accreditation requirements**

We may share data about aspects of the delivery of our services and business with:

- our Accountants
- HMRC - see HMRC personal information charter
- the Information Commissioner's Office - see ICO privacy notice
- and other regulatory bodies such as the CMC , should this be necessary to comply with our accreditation requirements – see the privacy notice for the CMC

We may from time to time use different law firms to provide advice and guidance on a range of topics and we may share personal data with them at times. All third parties will have contracts with me which includes a third-party processor agreement.

### **4. Your rights**

Under the General Data Protection Regulation (GDPR) you have rights as an individual data subject which you can exercise in relation to the information I hold about you. You can read more about these rights on the ICO's Website.

### **5. Complaints and queries**

We try to meet the highest standards when collecting and using personal information, and we take any complaints about this very seriously. We encourage you to let us know if you think that our collection or use of information is unfair, misleading or inappropriate. We also welcome any suggestions for improving our procedures.

This privacy notice does not provide exhaustive details of all aspects of our collection and use of personal information. However, we're happy to provide any additional information or explanation needed. Please send any requests for this to us at [tony@buon.net](mailto:tony@buon.net)

If you want to make a complaint about the way we've processed your personal information, you can contact the ICO as the statutory body which oversees data protection law - see ICO concerns.

### **6. Access to your personal information**

We try to be as open as we can in terms of giving people access to their personal information. You can find out if we hold any personal information about you by making a 'subject access request' under GDPR.

If we do hold information about you we will:

- give you a description of it

- tell you why I am holding it
- tell you who it could be disclosed to
- let you have a copy of the information in an intelligible form

To request any personal information we may hold, you must put your request in writing to us at [tony@buon.net](mailto:tony@buon.net)

If you agree, we'll try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

You can ask us to correct any mistakes in any information we hold.

## **7. Disclosure of personal information**

In almost all circumstances we will not disclose personal data without consent. However, for example if a client makes a complaint about our practice which is then investigated by one of our Accrediting Bodies we'll need to share personal information with the organisation concerned or with other relevant bodies.

We may also need to share personal data if we have a duty of care concern which is agreed with clients when we contract at the commencement of our mediation, facilitation and consultancy services.

## **8. Data security**

We recognise that the information you provide may be sensitive and we will respect your privacy. We keep information about you confidential. This means we store it securely and control who has access to it.

We are committed to holding all personal data on secure systems.

Paper-based personal data are kept in locked cabinets, to which only the Partners have access. These records are then archived in a secure locked storage area in our home office and shredded six years after completion of delivery of our consultancy services.

Reports may also be held on our computer which are stored in password protected Kaspersky Vault files for six years and then deleted using Kaspersky File Shredder.

We have fully secure email and use our own domain (buon.net). We also have facility to send fully encrypted email if required. We have Kaspersky anti-virus on all of our computers and phones that is updated daily and have a firewall on our computers as well. We use Windows 10 Professional with all patches installed daily.

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