

## **Last Updated: March 2024**

This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you visit our website ("The Substantia Group") or use our services. By accessing or using our Site or services, you agree to the terms of this Privacy Policy.

## **Who we are**

The Substantia Group, trading as The Substantia Group, together with its subsidiaries and affiliates, is a UK provider of Business & Creative Consultancy and Property Services.

## **Information We Collect**

We may collect personal information directly from you or automatically when you interact with our Site. The types of personal information we may collect include:

- Contact information (such as name, email address, phone number)
- Demographic information (such as age, gender, location)
- Account credentials (such as username, password)
- Payment information (such as credit card details)
- Communication preferences

We may also collect information automatically through cookies and similar tracking technologies. Please refer to our Cookies Policy for more information on how we use cookies.

## **How We Use Your Information**

We may use the information we collect for the following purposes:

- To provide and maintain our services
- To personalize your experience on our Site
- To process transactions and payments
- To communicate with you and respond to your inquiries
- To send you promotional offers and marketing communications
- To improve our products and services
- To comply with legal obligations

## **Sharing of Your Information**

We may share your personal information with third parties in the following circumstances:

- With service providers who assist us in operating our business
- With third-party partners for marketing or promotional purposes
- In response to legal requests or obligations
- In connection with a merger, acquisition, or sale of assets

We will not sell or rent your personal information to third parties for their own marketing purposes without your consent.

## **Data Security**

We implement appropriate security measures to protect your personal information against unauthorized access, alteration, disclosure, or destruction. However, please note that no method of transmission over the internet or electronic storage is 100% secure.

## **Your Privacy Choices**

You may update or correct your personal information by contacting us directly. You may also unsubscribe from our marketing communications by following the instructions provided in the emails.

## **Children's Privacy**

Our services are not directed to individuals under the age of 13. We do not knowingly collect personal information from children under 13. If you believe we have inadvertently collected personal information from a child under 13, please contact us immediately.

## **Updates to This Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. We encourage you to review this policy periodically for any updates.

## **Contact Us**

If you have any questions about this Privacy Policy or our data practices, please contact us at [sadie@sub-group.com](mailto:sadie@sub-group.com).

By using our Site or services, you consent to the collection, use, and sharing of your personal information as described in this Privacy Policy.