

NAVA CONSULTING

PRIVACY POLICY

Website & Consultancy Services

Data Controller	David Enright, trading as Nava Consulting
Address	Winchester, Hampshire
Email	enquiry@navaconsulting.co.uk
Website	www.navaconsulting.co.uk
Last updated	30 th June 2026
Applies to	navaconsulting.co.uk and all consultancy services

1. Who We Are

Nava Consulting is a sole trader business providing business advisory and financial consultancy services to independent coffee shops and hospitality businesses across the UK. David Enright is the sole data controller responsible for your personal data.

We take your privacy seriously. This policy explains what personal data we collect, why we collect it, how we use it, and what rights you have in relation to it. It applies to visitors to our website and to clients who engage our consultancy services.

2. What Personal Data We Collect

We may collect the following categories of personal data:

- (a) Contact details - your name, email address, telephone number and business address, provided when you submit an enquiry via our contact form or email us directly.
- (b) Business information - details about your business, including trading name, location, number of staff and general nature of your operation, provided when enquiring about or engaging our services.
- (c) Financial and operational data - where you engage us as a consultant, you may share financial records, management accounts, payroll information, pricing data and other commercially sensitive information. This is processed under our Confidentiality Agreement.
- (d) Website usage data - basic data collected automatically when you visit our website, including IP address, browser type, pages visited and time spent on site, via cookies and analytics tools (see clause 8).
- (e) Communications - records of emails, messages and notes from any correspondence between us.

3. How We Use Your Personal Data

We use your personal data for the following purposes, and only where we have a lawful basis for doing so:

Purpose	Lawful Basis	Retention
Responding to enquiries from the contact form or email	Legitimate interests / Consent	6 months if no engagement follows
Delivering consultancy services agreed with a client	Contract performance	Duration of engagement + 6 years
Sending follow-up information or updates relevant to your enquiry	Legitimate interests	Until you opt out

Complying with legal or regulatory obligations	Legal obligation	As required by law
Improving our website and understanding how it is used	Legitimate interests	See cookie policy (clause 8)

4. Who We Share Your Data With

We do not sell, rent or trade your personal data to any third party.

We may share your data with the following categories of recipients, only where necessary and subject to appropriate safeguards:

- (a) Professional advisers - such as our accountant, solicitor or bookkeeper, where required to fulfil a legal or professional obligation.
- (b) IT and software providers - such as our email provider and website host (Wix), who process data on our behalf as data processors under appropriate data processing agreements.
- (c) Law enforcement or regulatory authorities - where we are legally required to disclose information.

No personal data is transferred outside the UK or EEA without appropriate safeguards being in place.

5. How Long We Keep Your Data

We retain personal data only for as long as necessary for the purposes set out in clause 3. In general:

- (a) Enquiry data where no engagement follows is deleted or anonymised within 6 months of the last contact.
- (b) Client data relating to a completed engagement is retained for 6 years following the end of the engagement, in line with standard UK accounting and legal requirements.
- (c) Financial and operational data shared by clients under a Confidentiality Agreement will be securely deleted or returned at the end of the engagement, unless retention is required by law.

6. Your Rights Under UK GDPR

As a data subject under the UK General Data Protection Regulation and the Data Protection Act 2018, you have the following rights:

- (a) Right of access - to request a copy of the personal data we hold about you.
- (b) Right to rectification - to ask us to correct inaccurate or incomplete data.
- (c) Right to erasure - to ask us to delete your personal data where there is no compelling reason for us to continue holding it.
- (d) Right to restrict processing - to ask us to limit how we use your data in certain circumstances.
- (e) Right to data portability - to receive your data in a structured, commonly used format where processing is based on consent or contract.
- (f) Right to object - to object to processing based on legitimate interests or for direct marketing purposes.
- (g) Right to withdraw consent - where processing is based on your consent, you may withdraw it at any time without affecting the lawfulness of processing before withdrawal.

To exercise any of these rights, please contact us at enquiry@navaconsulting.co.uk. We will respond within one calendar month.

If you are unhappy with how we handle your data, you have the right to lodge a complaint with the Information Commissioner's Office (ICO) at www.ico.org.uk or by calling 0303 123 1113. We would, however, appreciate the opportunity to address your concern directly first.

7. How We Keep Your Data Secure

We take reasonable and appropriate technical and organisational measures to protect your personal data against unauthorised access, loss, destruction or alteration. These include:

- (a) Use of password-protected devices and encrypted email where appropriate.
- (b) Limiting access to personal data to those who need it to perform their role.
- (c) Storing physical documents securely and disposing of them responsibly when no longer needed.
- (d) Using reputable, UK/EEA-based or adequately protected software and hosting providers.

No method of electronic transmission or storage is completely secure. While we take your data security seriously, we cannot guarantee absolute security.

8. Cookies and Website Analytics

Our website (navaconsulting.co.uk) is built on the Wix platform. Wix may place cookies on your device when you visit the site. Cookies are small text files that help websites function, remember preferences and understand how visitors use the site.

We may use analytics tools (such as those provided by Wix) to collect anonymised information about how visitors use our website - including pages viewed, time spent on site and how visitors arrived. This data does not identify individuals.

You can control or disable cookies through your browser settings. Disabling cookies may affect the functionality of certain parts of the website.

A full cookie notice will be displayed when you first visit the site, in compliance with UK PECR regulations.

9. Contact Form Data

When you submit an enquiry through our website contact form, we collect your name, email address and the content of your message. This data is used solely to respond to your enquiry. It is not shared with third parties or used for marketing purposes without your consent.

By submitting the contact form, you acknowledge that your details will be used to respond to your enquiry and that Nava Consulting may follow up with you regarding the services you have enquired about.

10. Changes to This Policy

We may update this privacy policy from time to time, for example if our data practices change or if there are updates to relevant legislation. The most current version will always be available at www.navaconsulting.co.uk. The 'last updated' date at the top of this document indicates when the policy was most recently revised. Continued use of our website or services after any update constitutes acceptance of the revised policy.

11. Contact Us

If you have any questions about this privacy policy or how we handle your personal data, please contact:

David Enright

Nava Consulting

Winchester, Hampshire

enquiry@navaconsulting.co.uk

www.navaconsulting.co.uk