

Privacy Policy

Personal data is any information relating to an identified or identifiable living person. Makana's processes personal data for numerous purposes. The means of collection, the basis of processing, use, disclosure, and retention periods for each purpose may differ. When collecting and using personal data, our policy is to be transparent about why and how we process personal data, which we have outlined in the tabs below:

Our Clients & Business Contacts: Collection of personal data:

We collect personal data from our clients or from third parties acting on the instructions of the relevant client. Personal data will include name, employer name, contact title, phone, email and other business contact details. In addition, Makana may collect data from interactions such as email (sender name, recipient name, date and time) and calendar (organiser name, participant name, date and time of event) systems.

Use of personal data

Personal data relating to Client and Business Contacts may be visible to and used by Makana users to learn more about an account, client or an opportunity and may be used for the following purposes:

- To provide services administering, managing and developing our businesses and services to include managing our relationship with clients; hosting events and administering and managing our website and systems and applications.
- Security, quality and risk management activities to monitor the services provided to clients for quality purposes; personal data is held as part of our client engagement and acceptance procedures; as part of those procedures we carry out searches using publicly available sources.
- Providing our clients with information about us and our range of services to provide information that we think will be of interest about us and our services; industry updates and other services that may be relevant and invites to events.
- Identifying clients/contacts with similar needs.
- Performing analytics, including producing metrics for Makana management team.
- Complying with any requirement of law, regulations or accreditations of which we are a member.

Data retention

We retain the personal data processed by us for as long as is considered necessary for the purpose for which it was collected (including as required by any applicable law; regulation or contractual requirement). Personal data may be held for longer periods where extended retention periods are required by law or regulation and in order to establish, exercise or defend our legal rights.

Suppliers (including subcontractors and individuals associated with our suppliers and subcontractors)

Collection of personal data

We collect and process personal data about our suppliers (including subcontractors and individuals associated with our suppliers and subcontractors) in order to manage the relationship, contract, to receive services from our suppliers and, where relevant, to provide professional services to our clients.

Use of personal data

We use personal data for the following purposes:

- Receiving services
- Providing services to or for the clients
- Where a supplier/subcontractor is helping us to deliver professional services to our clients, we process personal data received from the client or business contact and the individuals involved in providing the services in order to administer and manage our relationship with all parties concerned
- Administering, managing and developing our businesses and services
- Security, quality and risk management activities
- Complying with any requirement of law, regulation or accreditation body of which we are a member

Data retention

We retain the personal data processed by us for as long as is considered necessary for the purpose for which it was collected (including as required by applicable law; regulation or contractual). Personal data may be held for longer periods where extended retention periods are required by law or regulation and in order to establish, exercise or defend our legal rights.

Staff

We collect personal data concerning our own personnel as part of the administration, management and promotion of our business activities. Staff should refer to the Staff Handbook for information on why and how personal data is collected and processed.

Visitors to our Office

We have security measures in place at our offices, including CCTV and building access controls. There are signs in our office showing that CCTV is in operation. The images captured are securely stored and only accessed on a need-to-know basis (e.g. to look into an incident). CCTV recordings are typically automatically overwritten after a short period of time unless an issue is identified that requires investigation (such as a theft). We require visitors to our offices to sign in at reception and keep a record of visitors. Our visitor records are securely stored and only accessible on a need-to-know basis (e.g. to look into an incident).

Visitors to our Website

We may capture limited personal data automatically via the use of cookies on our website. We receive personal data, such as name, title, company address, email address, and telephone and fax numbers, from website visitors; for example, when an individual subscribes to updates from us. Visitors are also able to send an email to us through the website. Their messages will contain the user's screen name and email address, as well as any additional information the user may wish to include in the message.

Use of personal data

When a visitor provides personal data to us, we will use it for the purposes for which it was provided to us as stated at point of collection (or as obvious from the context of the collection). Typically, personal data is collected to:

- register for certain areas of the site;
- subscribe to updates;
- enquire for further information;
- distribute requested reference materials;
- submit curriculum vitae;