

Smart Consulting Solutions Privacy Policy

At Smart Consulting Solutions we are committed to protect and respect your privacy in compliance with the EU GDPR (General Data Protection Regulation) version 25/05/2018.

Our Privacy Policy applies to all our services and sales offered in Smart Consulting Solutions.

Who are we?

Smart Consulting Solutions, we are committed to delivering premium digital products and software services that enhance professional development, streamline business operations, and boost productivity. Whether you're looking to improve your skills with online courses, implement powerful CRM software, or access engaging e-books, our platform offers a diverse range of digital solutions to meet your needs.

When do we collect your information?

When you:

- Sign up with us;
- Interact with us either in person, or via;
- Phone calls;
- Messages;
- Emails;
- Our website and social media platforms;

We can only share your data with third party sources like business partners or sponsors, if you give us your express consent.

Why do we collect and use personal data

Below is a list of why we collect data, these may include:

- Marketing communications which you have requested on our sign up pages or from your updated profile, this includes information about Smart Consulting Solutions:
 - Products and services;
 - Events and promotions;
 - Activities;
 - Promotions of our associated partners' services. **Please note** these marketing communications are subscription based and require your consent; and/or
 - Products and services that you have purchased from us
- Follow ups on incoming requests from:
 - Customer support;
 - Emails; • Chats; and/or
 - Phone calls

- Direct marketing;
- Help resolve any disputes, collecting fees, and carrying out troubleshooting activities;
- Improve our services and website; and
- Conduct surveys for the purpose of market research

We also collect data about:

- Suppliers;
- Subcontractors;
- Sponsors;
- Partners;

How long do we keep your personal data?

Smart Consulting Solutions stores your personal data for up to 7 years, in order to fulfil its purpose. How long your data is stored depends on:

- How long it takes to answer your queries;

- Resolve any issues;
- Comply with legal requirements under applicable law systems; and/or
- Resolve any legal claims and/or complaints

Your data will be stored for a reasonable amount of time after your last interaction with our company. When your personal data is no longer required, it shall be deleted in a secure manner. If we process your data for statistical purposes, all data provided will be anonymous.

Confidentiality

All content within any information communicated between you and our company via email is confidential and intended only for the recipient. Any sharing of this content with a third party must be first approved by the recipient with their express consent. If you receive an email from our company by mistake, please reply to us to confirm this error. Then kindly delete the email from your inbox.

Privacy

You will only receive emails communication through our company if you have expressly specified to. All information that is communicated between you the user and our company will be kept confidential, unless said information is required for the processing of your case. Should your information need to be shared with third parties, your express consent is required in order to continue with your case. If you did not expressly sign up to be part of our mailing list, you can change your account setting to help manage your personal data.

Security

We always aim to ensure that your emails and their attachments are free from viruses. Unfortunately we cannot always ensure that messages are error or virus free, have not been corrupted and/or intercepted by third parties.

Please always ensure that any emails or attachments you receive are scanned with appropriate software. Please note that we do not accept any liability for damages caused by, or inflicted through the sending or receiving of information between the user and our company. Should a breach in your sensitive information occur, you will be contacted within 72 hours of the event by a communication channel you have approved.

Contracts

Any information sent between you the user and our company is not legally binding, until a legal document has been signed. Users can agree or decline our services based on our Term and Conditions and Privacy Policy.

No employee within our company has the right to offer you a legally binding contract without the express permission of their supervising manager.

Right to restrict processing

At any time, from signing up with our website, you have the right to restrict your processing with our company. If you have any trouble with this aspect, please immediately contact us at info@smartconsultingsolutions.net

Only with your express consent can our Account Managers or company contact you via:

- Email;
- Phone call; and/or
- SMS

Any information you store with us will remain in our data base for a set period of time, before it is deleted. Your personal information will not be used at any time during this period.

We collect your personal information only with your consent

When you interact with our website or services, there will be a collection of personal data that can only be collected when you give us consent. This information is documented with "Consent Forms", which allow us to store information that you give us consent to store. All consented information will be stored and documented in our system for 7 years. **Please note** that this does not apply for public platforms that you have commented, posted or interacted with. Specifically the comment section on our website, and other social media platforms.

Collecting personal data based on legitimate interest

We will only use your personal information for legitimate interests. This is established through legal data collections, where both Smart Consulting Solutions and the interested party have come to agreement about the personal data involved. We will always inform individuals about their privacy rights and the purpose of collecting personal data

How do we protect your personal information

Credit details

Any online purchase you make with your credit card is secured through our state of the art Secure Socket Layers (SSL). Smart Consulting Solutions offers mediators as alternative methods of payment. Please note that when any information is transmitted over the Internet, there is always a certain amount of risk.

Personal details

Your personal details are protected through our advanced firewall system. We make sure that your data is protected from:

- Unlawful alterations;
- Destruction; and/or
- Accidental loss