MASTERPIECE
GRC CONSULTING

LEGAL

PRIVACY NOTICE

How we collect, use, protect and manage personal information.

EFFECTIVE	VERSION	REVIEW
23 September 2026	1.0	23 September 2027

Company no. 16957176 | info@masterpiecegrcconsulting.com | 07975 649404

Because true resilience isn't left to chance, it's designed.

Purpose of this notice
This notice explains how Masterpiece GRC Consulting Limited handles personal information when people visit our website, contact us, engage us for services, work with us as suppliers or partners, or apply to work with us.

1. About this Privacy Notice

Masterpiece GRC Consulting Limited ("Masterpiece GRC", "we", "us" or "our") respects your privacy and is committed to protecting personal information entrusted to us.

This Privacy Notice explains how we collect, use, disclose, retain and protect personal information when you visit our website, contact us, enquire about our services, engage us to provide professional services, interact with our business development or marketing activities, apply to work with us or otherwise deal with us.

We process personal information in accordance with applicable UK data protection and electronic communications law, including the UK General Data Protection Regulation, the Data Protection Act 2018, the Data (Use and Access) Act 2025 and, where applicable, the Privacy and Electronic Communications Regulations 2003.

2. Who We Are

Masterpiece GRC Consulting Limited is a private limited company providing governance, risk, compliance, cybersecurity, assurance and related consultancy services.

For most processing described in this notice, Masterpiece GRC Consulting Limited acts as the data controller. Our company number is 16957176 and our registered office is 71-75 Shelton Street, London, England, WC2H 9JQ.

Where we process personal information strictly on behalf of a client as part of a consultancy engagement, we may act as a data processor and the client will determine the purposes and means of processing. Those arrangements are governed by the relevant client agreement and, where required, appropriate data processing terms.

Privacy enquiries can be sent to info@masterpiecegrcconsulting.com.

3. Personal Information We May Collect

The information we process depends on how you interact with us. It may include:

- identity and professional information, such as name, job title, employer, role and professional profile information;
- business contact information, such as work email address, telephone number and business address;
- communications and relationship information, including enquiries, correspondence, meeting notes, proposals, statements of work, contracts and feedback;
- client and project information needed to plan and deliver consultancy services, including information contained in project documents, evidence, risk or compliance records and stakeholder communications;
- commercial and financial information, including billing contact details, invoices, payment records and transaction references;
- website and technical information, such as IP address, browser and device information, operating system, pages viewed, referring page and information obtained through cookies or similar technologies;
- marketing and preference information, such as your communication preferences and engagement with professional updates;
- recruitment information, such as CVs, employment history, qualifications, professional credentials, application records and interview information; and
- other information you choose to provide to us or that is reasonably necessary for a legitimate business or legal purpose.

We do not ask website visitors to provide special category personal data through general website or enquiry forms. If such data is legitimately required in a particular engagement, recruitment process or legal context, we will ensure that an appropriate lawful basis and any additional legal condition are satisfied.

4. How We Use Personal Information and Our Lawful Bases

We only process personal information where we have a lawful basis. The basis can vary depending on the purpose and circumstances.

Purpose	Typical lawful basis
Responding to enquiries and requests	Legitimate interests and, where applicable, steps taken at your request before entering into a contract
Preparing proposals and discussing potential engagements	Legitimate interests and pre-contractual steps where applicable
Providing consultancy and professional services	Contract and/or legitimate interests
Managing client, supplier and partner relationships	Contract and/or legitimate interests
Project management, service delivery and quality assurance	Contract and/or legitimate interests
Maintaining accounting, tax and business records	Legal obligation and legitimate interests
Processing invoices and payments	Contract, legal obligation and legitimate interests
Protecting our systems, website, people and information	Legitimate interests and applicable legal obligations
Preventing fraud, misuse, security incidents and unlawful activity	Legitimate interests and applicable legal obligations
Establishing, exercising or defending legal claims	Legitimate interests and applicable legal provisions
Improving our website and services	Legitimate interests, consent or a statutory exception, depending on the technology used
Business-to-business marketing and professional updates	Legitimate interests where appropriate and consent where required
Managing recruitment and resourcing	Legitimate interests, pre-contractual steps and legal obligations as applicable
Meeting regulatory, legal and professional obligations	Legal obligation and/or legitimate interests

Where we rely on legitimate interests, we consider whether the processing is necessary for a genuine business purpose and balance that interest against the rights and interests of the affected person. Where we rely on consent, you may withdraw that consent at any time without affecting processing that was lawful before withdrawal.

5. Business-to-Business Marketing

We may contact existing clients, potential corporate clients and professional contacts about services, insights or developments that we reasonably believe may be relevant to their role or organisation. We apply UK data protection law and the Privacy and Electronic Communications Regulations to these activities.

The rules can differ depending on whether a recipient is a corporate subscriber, an individual subscriber, a sole trader or certain types of partnership. We identify ourselves in marketing communications and provide a practical way to object or unsubscribe where required.

You may object to the use of your personal information for direct marketing at any time. If you opt out, we may retain limited information on a suppression list so that we can respect that preference and avoid sending further marketing of the relevant type.

6. Where We Obtain Personal Information

We may obtain personal information directly from you, from the organisation you represent, from clients or professional contacts making legitimate introductions, from suppliers supporting our operations, and from lawful public sources such as corporate websites, Companies House, professional networking services and industry directories.

Where required, we will provide information about the source of personal information in accordance with applicable law.

7. Who We May Share Personal Information With

We may share personal information where necessary with carefully selected organisations that support our business or service delivery, including:

- cloud hosting, IT support, cybersecurity, communications, CRM and collaboration providers;
- website, analytics, form, scheduling and marketing technology providers, where those services are used;
- payment, banking, accounting and finance service providers;
- professional advisers, including lawyers, accountants, auditors and insurers;
- consultants, associates or subcontractors involved in a client engagement, where appropriate and subject to suitable confidentiality and data protection obligations;
- regulators, courts, law enforcement bodies or public authorities where disclosure is required or permitted by law; and
- parties involved in a genuine corporate transaction, restructuring, financing, acquisition or sale, subject to appropriate safeguards.

Where another organisation processes personal information on our behalf, we use contractual and other safeguards appropriate to the nature of the processing.

8. International Transfers

Some of our technology or service providers may process personal information outside the United Kingdom. Where an international transfer is restricted by law, we use an appropriate transfer mechanism and safeguards, which may include UK adequacy regulations, the UK International Data Transfer Agreement, an approved UK Addendum to standard contractual clauses or another lawful mechanism.

You may contact us for further information about the safeguards relevant to a particular transfer.

9. How Long We Keep Personal Information

We retain personal information only for as long as reasonably necessary for the purpose for which it was collected and for any related legal, regulatory, contractual, accounting, security or professional requirement.

Retention periods vary according to the type of information and the context. In setting them, we consider the purpose of processing, the amount and sensitivity of the information, contractual commitments, statutory requirements, limitation periods, the likelihood of legal claims and whether continued retention remains necessary.

When personal information is no longer required, we delete it, anonymise it or securely dispose of it in line with our information management practices, subject to any lawful retention requirement.

10. Information Security

We use proportionate technical and organisational measures designed to protect personal information against unauthorised access, misuse, alteration, disclosure, accidental loss or destruction. Measures may include access control, authentication, encryption where appropriate, secure cloud configuration, controlled sharing, logging, monitoring, supplier due diligence, staff awareness and secure disposal.

No system connected to the internet can be guaranteed to be completely secure. We therefore apply risk-based safeguards and review them as technology, threats and business requirements change.

11. Your Data Protection Rights

Depending on the circumstances and lawful basis, you may have rights to:

- request access to personal information we hold about you;
- request correction of inaccurate or incomplete personal information;
- request erasure of personal information in circumstances where the right applies;
- request restriction of processing in circumstances where the right applies;

- object to processing based on legitimate interests;
- object at any time to processing for direct marketing;
- request portability of certain personal information where the legal requirements are met; and
- withdraw consent where processing is based on consent.

These rights are not absolute and exemptions may apply. We may need to verify your identity before acting on a request. We will not normally charge a fee for exercising a data protection right unless the law permits one in the particular circumstances.

Requests should be sent to info@masterpiecegrcconsulting.com.

12. Automated Decision-Making

We do not ordinarily make decisions about website visitors, business contacts or prospective clients solely through automated processing where the decision produces legal effects or similarly significant effects. If this changes, we will provide the information and safeguards required by law.

13. Children

Our website and professional services are primarily directed to organisations and adult professionals. We do not intentionally use our website to collect personal information from children. If we become aware that information has been provided by a child in circumstances where it should not have been collected, we will take appropriate action.

14. Complaints

We take privacy concerns seriously. Please contact us first at info@masterpiecegrcconsulting.com so that we can investigate the issue.

You also have the right to complain to the UK Information Commissioner. The Information Commissioner's Office can be contacted at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, telephone 0303 123 1113, or through www.ico.org.uk.

15. Changes to This Privacy Notice

We may update this notice when our business, services, technology, processing activities or legal obligations change. The current version will be published through our website and will show its effective date. Material changes may also be communicated through another appropriate channel where required.