

Website and Customer Privacy Notice / Privacy Policy

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Website and Customer Privacy Policy

Introduction

This Privacy Notice explains how Principia Advisory SARL collects, uses, discloses, stores and otherwise processes personal information, ("Principia", "we" or "us").

Principia respects your privacy and is committed to protecting your personal data. This privacy notice will inform you as to how we look after your personal data when you visit our website (regardless of where you visit it from) or if you become a customer through other means and tell you about your privacy rights and how the law protects you. Where we handle personal information in connection with Australian clients or individuals in Australia, we will also handle that information in accordance with the Australian Privacy Principles under the Privacy Act 1988 (Cth), where those requirements apply.

This privacy notice is provided in a layered format so you can click through to the specific areas set out below. Please also use the Glossary to understand the meaning of some of the terms used in this privacy notice.

1. Important information and who we are
2. The data we collect about you
3. How is your personal data collected?
4. How we use your personal data
5. Disclosures of your personal data
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Important information and who we are

Purpose of this privacy notice

This privacy notice aims to give you information on how *Principia* collects and processes your personal data, including any data you may provide through this website when you contact us using a contact form or sign up to our newsletter.

Our website is not intended for children and we do not knowingly collect data relating to children.

It is important that you read this privacy notice together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This privacy notice supplements other notices and privacy policies and is not intended to override them.

Controller

Principia Advisory SARL is the controller and responsible for your personal data. In some engagements, Principia may process personal information on behalf of clients. In those circumstances, the client may also determine the purposes and means of processing

We have appointed a data protection manager (DPM) who is responsible for overseeing questions in relation to this privacy notice. If you have any questions about this privacy notice please contact the DPM using the details set out below.



Contact details

If you have any questions about this privacy notice or our privacy practices, please contact our DPM in the following ways:

Full name of legal entity: Principia Advisory SARL

Email address: dpm@principia-advisory.com

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK regulator for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

If your complaint relates to personal information handled in connection with Australia, you may also have the right to contact the Office of the Australian Information Commissioner (OAIC). We encourage individuals to contact us first so that we have the opportunity to address the complaint before it is referred to the OAIC.

Changes to the privacy notice and your duty to inform us of changes

We keep our privacy notice under regular review. This version was last updated in July 2026. Historic versions can be obtained by contacting the DPM.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

Third-party links

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

The data we collect about you

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- **Identity Data** includes first name, last name, or similar identifier, marital status, title, date of birth and gender.
- **Contact Data** includes employment address, email address and telephone numbers.
- **Engagement Data** includes information collected in connection with surveys, assessments, interviews, organisational reviews and consultancy services.
- **Technical Data** includes internet protocol (IP) address, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access our website.
- **Usage Data** includes information about how you use our website, products and services.
- **Marketing and Communications Data** includes your preferences in receiving marketing from us and our third parties and your communication preferences.

We do not use Australian government-related identifiers, such as tax file numbers, Medicare numbers or other identifiers issued by an Australian government agency, as our own identifier. We will only collect, use or disclose such identifiers where this is permitted or required by law and is necessary for the relevant purpose.



We also collect, use and share **Aggregated Data** such as statistical or demographic data for any purpose. Aggregated Data could be derived from your personal data but is not considered personal data in law as this data will **not** directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific website feature. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy notice.

We do not collect any **Special Categories of Personal Data** about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health, and genetic and biometric data). Nor do we collect any information about criminal convictions and offences. If you become a client of ours, our consultants may gather equal opportunities and diversity monitoring Information from your employees but the Information will be gathered on an anonymous basis and we will not be able to link any Information obtained to any particular employee.

If you fail to provide personal data

Where we need to collect personal data by law, or under the terms of a contract we have with you, and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with goods or services). In this case, we may have to cancel a product or service you have with us but we will notify you if this is the case at the time.

How is your personal data collected?

We use different methods to collect data from and about you including through:

- a) **Direct interactions.** You may give us your Identity and Contact Data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:
 - apply for our products or services;
 - subscribe to our service or publications;
 - request marketing to be sent to you;
 - enter a competition, promotion or survey; or
 - give us feedback or contact us.
- b) **Consultancy Services:** We may collect personal information in connection with consultancy engagements, surveys, interviews, organisational assessments, culture reviews and related professional services provided to our clients.
- c) **Automated technologies or interactions.** As you interact with our website, we will automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, server logs and other similar technologies. Please see our cookie policy for further details.
- d) **Third parties or publicly available sources.** We will receive personal data about you from various third parties and public sources as set out below:
 - Technical Data from analytics providers such as Google based outside the UK;
 - Identity and Contact Data from publicly available sources such as Companies House and the Electoral Register based inside the UK.
- e) **Unsolicited personal information.** If we receive personal information that we did not request, we will assess whether we could have collected that information under this policy and applicable law. If we could not have collected it, and the information is not required to be retained by law, we will destroy or de-identify it as soon as practicable.



Where appropriate, including surveys, assessments and client engagements, we will provide a separate collection notice at the time personal information is collected. Any such notice should be read together with this Privacy Policy and will contain engagement-specific information about the collection, use, disclosure and overseas handling of personal information.

How we use your personal data

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Where we need to perform the contract we are about to enter into or have entered into with you.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal obligation.

[Click here](#) to find out more about the types of lawful bases that we will rely on to process your personal data.

Generally, we do not rely on consent as a legal basis for processing your personal data although we will get your consent before sending third party direct marketing communications to you via email or text message. You have the right to withdraw consent to marketing at any time by contacting us or unsubscribing from any marketing email or text message. You can also update your marketing preferences at any time by following the link on each email or text message.

Purposes for which we will use your personal data

We have set out below, in a table format, a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact us if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out in the table below.

Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest
To register you as a new customer	(a) Identity (b) Contact	Performance of a contract with you
To process and deliver your order including: (a) Manage payments, fees and charges (b) Collect and recover money owed to us	(a) Identity (b) Contact (c) Financial (d) Transaction (e) Marketing & Communications	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to recover debts due to us)
To manage our relationship with you which will include: (a) Notifying you about changes to our terms or privacy notice (b) Asking you to leave a review or take a survey	(a) Identity (b) Contact (c) Profile (d) Marketing & Communications	(a) Performance of a contract with you (b) Necessary to comply with a legal obligation (c) Necessary for our legitimate interests (to keep our records updated and to study how customers use our products/services)



To enable you to partake in a prize draw, competition or complete a survey	(a) Identity (b) Contact (c) Profile (d) Usage (e) Marketing & Communications	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to study how customers use our products/services, to develop them and grow our business)
To administer and protect our business and our website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)	(a) Identity (b) Contact (c) Technical	(a) Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise) (b) Necessary to comply with a legal obligation
To deliver relevant website content and advertisements to you and measure or understand the effectiveness of the advertising we serve to you	(a) Identity (b) Contact (c) Profile (d) Usage (e) Marketing & Communications (f) Technical	Necessary for our legitimate interests (to study how customers use our products/services, to develop them, to grow our business and to inform our marketing strategy)
To use data analytics to improve our website, products/services, marketing, customer relationships and experiences	(a) Technical (b) Usage	Necessary for our legitimate interests (to define types of customers for our products and services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy)
To make suggestions and recommendations to you about goods or services that may be of interest to you	(a) Identity (b) Contact (c) Technical (d) Usage (e) Profile (f) Marketing & Communications	Necessary for our legitimate interests (to develop our products/services and grow our business)

Use of referrers and consultants

You may be contacted by one of our team members or referrers if they believe that you may be interested in our services. If you are already a contact of that team member or referrer, they will be operating as a data controller so you should contact them for information about the way in which they process, and the lawful bases for processing, your personal data. If instead you are contacted by the referrer at our behest, the referrer will be operating as a data processor and we will ensure that we have a data processing agreement in place with that referrer to ensure your personal data is safeguarded and that appropriate protections are put in place.

Once you are onboarded as a client, you may be contacted by one of our employees or consultants who will provide the services you require. All employees and consultants are required to respect client confidentiality and will operate at all times in accordance with the relevant aspects of data protection legislation to which they are subject.

Marketing

You may receive marketing communications from us where you have requested information from us, purchased services from us, or where we are otherwise permitted by law to contact you and you have not opted out. We will provide a clear way to opt out of marketing communications and will action opt-out requests in accordance with applicable law. If we use or disclose personal information for direct marketing in Australia, we will comply with the Australian Privacy Principles, including any requirements to identify the source of the information where required,



respect applicable opt-out requirements, and comply with relevant direct marketing laws including the Spam Act 2003 (Cth) and Do Not Call Register requirements where they apply.

Promotional offers from us

We may use your Identity, Contact, Technical, Usage and Profile Data to form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which products, services and offers may be relevant for you (we call this marketing).

You will receive marketing communications from us if you have requested information from us or purchased or services from us and you have not opted out of receiving that marketing.

Third-party marketing

We will get your express opt-in consent before we share your personal data with any third party for marketing purposes.

Opting out

You can ask us or third parties to stop sending you marketing messages at any time by contacting us at any time. You also have the opportunity every time you receive a marketing message from us to either unsubscribe from receiving any further marketing messages or you can amend your marketing preferences. These options are set out at the bottom of all our marketing emails.

Where you opt out of receiving these marketing messages, this will not apply to personal data provided to us as a result of a product/service purchase, product/service experience or other transactions. If you ask us to identify the source of personal information used for direct marketing, we will respond where required by applicable law unless it is impracticable or unreasonable to do so.

Cookies

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly. For more information about the cookies we use, please see our Cookie Policy.

Change of purpose

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us.

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

Disclosures of your personal data

We may share your personal data with the parties set out below for the purposes set out in the table [*Purposes for which we will use your personal data*] above:

- Third Parties as set out in the [Glossary](#).
- Third parties to whom we may choose to sell, transfer or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy notice.



We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

Where a third party processes personal information in connection with Australian client work, we will take reasonable steps to ensure appropriate privacy, confidentiality and security protections are in place before disclosure, including where the third party is located outside Australia.

International transfers

We share your personal data within Principia. Depending on the nature of the engagement, personal information may be accessed or processed by Principia personnel, affiliates, consultants and service providers located in the United Kingdom, Switzerland, Italy, Australia, the United States and other countries in which we operate.

Where we transfer your personal data outside of the UK to a recipient that remains subject to the GDPR (for example because of the territorial reach of the GDPR), this is not regarded as a "restricted transfer" under the GDPR as the GDPR already applies, so there is no requirement for additional safeguards to be put in place. Where we transfer your personal data outside of the UK to a recipient that is not subject to the GDPR, we ensure that a similar degree of protection is afforded to your personal data by ensuring at least one of the following safeguards is implemented:

- We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data. For further details, see the European Commission's adequacy decisions on the Europa website: <https://gdpr-info.eu/issues/third-countries>.
- Where we use certain service providers, we may use specific contracts approved for use in the UK which give personal data the same protection it has in the UK, such as standard contractual clauses or international transfer agreements. For further details, please contact our DPM.

Please contact us if you want further information on the specific mechanism used by us when transferring your personal data out of the UK.

Where personal information is disclosed overseas in connection with Australian client work or individuals in Australia, we will take reasonable steps to ensure that overseas recipients handle that information in a way that is consistent with the Australian Privacy Principles, unless an exception applies. This may include due diligence on overseas recipients, contractual protections, security controls, and ensuring that any relevant Australian client has appropriate information about the overseas disclosure. Overseas recipients may include group companies, consultants and service providers, including providers based in the United States for administration, technology, survey hosting or related services.

Data security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.



Data retention

How long will you use my personal data for?

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you. We will destroy or de-identify personal information when it is no longer required, unless we are required by law to retain it.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

Details of retention periods for different aspects of your personal data are available in our records management policy which you can request from us by contacting our DPM on dpm@principia-advisory.com.

No fee usually required

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we could refuse to comply with your request in these circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Time limit to respond

We try to respond to all legitimate requests within one month. Occasionally it could take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

Glossary

LAWFUL BASES FOR PROCESSING PERSONAL DATA

Legitimate Interest means the interest of our business in conducting and managing our business to enable us to give you the best service/product and the best and most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law). You can obtain further information about how we assess our legitimate interests against any potential impact on you in respect of specific activities by contacting us.

Performance of Contract means processing your data where it is necessary for the performance of a contract to which you are a party or to take steps at your request before entering into such a contract.

Comply with a legal obligation means processing your personal data where it is necessary for compliance with a legal obligation that we are subject to.



THIRD PARTIES

- Service providers that support technology platforms, survey hosting, analytics, communications, administration and professional services
- HM Revenue & Customs, regulators and other authorities acting as processors or joint controllers.
- Any group company that processes or may process personal data, acting either as processors or controllers as the case may be.

YOUR LEGAL RIGHTS

You have the right to:

Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios:

- If you want us to establish the data's accuracy.
- Where our use of the data is unlawful but you do not want us to erase it.
- Where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims.
- You have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

Additional rights for individuals in Australia

If the Australian Privacy Principles apply, you may have rights to request access to, or correction of, personal information we hold about you. You may also complain to us about how we have handled your personal information. We will respond to these requests and complaints in accordance with applicable privacy law.

If you wish to exercise any of the rights set out above, please contact us on dpm@principia-advisory.com.