

◆ Terms and Conditions

Last Updated: [01/03/2025]

Welcome to the website of Mitre & George Consultants Ltd (“we”, “us”, or “our”). Please read these Terms and Conditions (“Terms”) carefully before using our website <https://www.mitreandgeorgeconsultants.com> or engaging our services. By accessing or using the website or our services, you agree to be bound by these Terms.

1. Company Information

- **Business Name:** Mitre & George Consultants Ltd
 - **Company Number:** 09692012
 - **Registered Office:** 7 Bell Yard, London, England, WC2A 2JR
 - **Email:** kevin@mitreandgeorgeconsultants.com
 - **Jurisdiction:** England and Wales
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2. Scope of Services

Mitre & George Consultants Ltd provides specialist consultancy services including but not limited to strategic business advice, project management, administrative support, and operational analysis. Details and scope of individual engagements will be outlined in specific agreements or statements of work (SOWs).

3. Use of the Website

- You must be at least 18 years old to use this website.
 - You agree not to use the website for unlawful purposes or to infringe the rights of others.
 - We reserve the right to suspend, restrict or terminate access to the website at our discretion.
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4. Formation of Contract

- A contract is formed when you engage our services through written acceptance (including by email) of a quotation, proposal, or service agreement.
 - These Terms will apply to all contracts unless otherwise agreed in writing.
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5. Payment Terms

- Fees are as specified in your engagement or quotation.
 - Invoices are payable within 30 days unless otherwise agreed.
 - We reserve the right to suspend services for non-payment and charge interest on overdue payments in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.
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6. Cancellations & Refunds

- Clients may cancel consultancy engagements with at least 14 days' written notice.
 - Refunds, if applicable, will be issued at our discretion and proportionate to work already completed.
 - No refunds are given for work already delivered unless defective or in breach of contract.
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7. Intellectual Property

- All intellectual property provided by you remains your property.
 - Intellectual property developed by us in the course of service delivery shall, upon full payment, be assigned to you unless otherwise agreed in writing.
 - We reserve the right to reference anonymised versions of our work for portfolio or marketing purposes.
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8. Confidentiality

- Both parties agree to keep confidential any proprietary or sensitive information disclosed during the course of the engagement.
 - Confidentiality obligations shall remain in effect for two (2) years following the termination of any engagement.
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9. Data Protection

- We process personal data in accordance with our Privacy Policy (see below) and applicable UK data protection laws.
 - We act as a Data Controller with respect to client data.
 - We may also act as a Data Processor where we manage client data on their behalf.
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10. Limitation of Liability

- Our total liability to you shall not exceed the total fees paid by you for the specific services giving rise to the claim.

- We shall not be liable for any indirect, consequential, or special losses including loss of profit or business interruption.
 - Nothing in these Terms shall limit our liability for death or personal injury caused by our negligence or for fraud.
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11. Force Majeure

We are not liable for delays or failures in performance resulting from acts beyond our control, including but not limited to natural disasters, war, governmental action, labour disputes, or failures of third-party suppliers or telecommunications networks.

12. Governing Law & Jurisdiction

These Terms shall be governed by and construed in accordance with the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the English courts.

Privacy Policy

Last Updated: [01/03/2025]

This Privacy Policy explains how Mitre & George Consultants Ltd collects, uses, stores, and protects your personal data in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1. Who We Are

- **Data Controller:** Mitre & George Consultants Ltd
 - **Company Number:** 09692012
 - **Email Contact:** kevin@mitreandgeorgeconsultants.com
 - **Registered Office:** 7 Bell Yard, London, England, WC2A 2JR
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2. Personal Data We Collect

We may collect and process the following categories of personal data:

- **Identity Data:** name, title, company name
- **Contact Data:** email address, postal address (if shared), country
- **Financial Data:** payment details (e.g., invoice history)
- **Technical Data:** IP address, browser type, time zone, operating system

- **Usage Data:** pages visited, time spent on site
 - **Marketing Data:** preferences, opt-in status
 - **Correspondence:** emails and other communications
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3. How We Collect Data

We collect data from the following sources:

- Direct interactions (e.g., via forms or email)
 - Automated technologies (e.g., cookies)
 - Third-party sources (e.g., LinkedIn, public company registries)
 - During the provision of our services
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4. Legal Bases for Processing

We rely on the following legal bases to process personal data:

- **Contractual necessity** – to provide services
 - **Legal obligation** – to comply with laws (e.g., HMRC)
 - **Legitimate interests** – for marketing or service improvement
 - **Consent** – where legally required (e.g., marketing emails)
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5. How We Use Personal Data

We use your data to:

- Deliver services and manage our relationship with you
 - Comply with legal and regulatory obligations
 - Communicate with you regarding services or inquiries
 - Send marketing communications (if you have opted in)
 - Improve our website and services
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6. Data Retention

We retain personal data for as long as necessary for the purpose it was collected, typically:

- **Client data:** 6 years from the end of a project (to meet accounting/legal obligations)
 - **Marketing data:** until you opt-out or withdraw consent
 - **Website usage data:** up to 26 months via analytics tools
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7. Sharing of Personal Data

We do not sell your data. We may share data with:

- Professional advisors (e.g., accountants, legal counsel)
- IT and cloud service providers under strict data processing terms
- Government authorities (e.g., HMRC) when legally required

All data sharing complies with data protection law, and where data is transferred outside the UK/EEA, appropriate safeguards (e.g., UK IDTA or SCCs) are in place.

8. Security of Data

We use industry-standard security practices, including:

- SSL encryption on our website
 - Restricted access to data
 - Regular security reviews
 - Use of secure cloud services
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9. Your Data Rights

You have the following rights under UK GDPR:

- Right to access your data
 - Right to rectification
 - Right to erasure (“right to be forgotten”)
 - Right to restrict processing
 - Right to object to processing
 - Right to data portability
 - Right to withdraw consent (for marketing)
 - Right to lodge a complaint with the ICO (www.ico.org.uk)
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10. Cookies and Tracking Technologies

Our website may use cookies or similar technologies to enhance functionality. You will be prompted to accept or reject cookies upon your first visit. You can manage cookie preferences in your browser settings. See our [Cookie Policy] for more details.

11. Third-Party Links

Our website may contain links to third-party sites. We are not responsible for their privacy practices. Please read their policies.

12. Children

We do not knowingly collect data from individuals under 16 years of age.

13. Changes to This Policy

We may update this Privacy Policy from time to time. Changes will be posted on this page with the updated revision date. Continued use of the website signifies your agreement to the latest version.

Cookie Policy

Last Updated: [01/03/2025]

This Cookie Policy explains how Mitre & George Consultants Ltd ("we", "our", or "us") uses cookies and similar technologies on our website <https://www.mitreandgeorgeconsultants.com>. By using our website, you consent to our use of cookies as described below.

1. What Are Cookies?

Cookies are small text files that are stored on your device when you visit a website. They help websites remember information about your visit, improve functionality, and provide insights into user behaviour.

2. Types of Cookies We Use

a) Strictly Necessary Cookies

These cookies are essential for the operation of our website. They enable functions such as page navigation and secure access to certain areas. Without these cookies, the site may not function properly.

b) Performance & Analytics Cookies

These cookies collect anonymised data on how visitors use the website, such as which pages are visited most often. This helps us to improve the website's performance and user experience.

c) Functionality Cookies

These allow the website to remember choices you make (e.g., language or region) and provide enhanced, more personal features.

d) Targeting or Advertising Cookies

At present, we do not use advertising cookies. Should this change in the future, we will obtain your explicit consent before placing such cookies.

3. Managing Your Cookie Preferences

When you first visit our website, you will be presented with a cookie banner that allows you to accept or reject non-essential cookies. You can also manage or delete cookies at any time through your browser settings.

Please note that restricting cookies may affect the functionality of our website.

For more information on managing cookies, visit www.allaboutcookies.org.

4. Third-Party Cookies

We may use trusted third-party services (e.g., analytics platforms) that may set cookies in order to provide functionality or gather anonymised usage data. These third parties have their own privacy policies, and we encourage users to review them.

5. Changes to This Policy

We may update this Cookie Policy periodically in response to legal, technical or business developments. When we do, we will revise the "Last Updated" date at the top of this policy.

6. Contact

If you have any questions or concerns about our use of cookies or this policy, please contact us at:

Email: kevin@mitreandgeorgeconsultants.com
