

HARRISON & HUNTER

PRIVACY POLICY | Effective date: 20 October 2026

1. Who we are

Harrison & Hunter Ltd (company number SC787282), 272 Bath Street, Glasgow, G2 4JR, United Kingdom, is the data controller for the website and diagnostic activities described in this policy. Website: www.harrisonandhunter.co.uk. For privacy questions or requests, email info@harrisonandhunter.co.uk.

2. Information we collect

For the Commercial Growth Diagnostic, we collect your name, business name, email address, ten answer scores, calculated overall score, commercial maturity category, primary growth constraint, optional marketing preference and submission date.

When you contact us or request a consultation, we collect the information you provide and the correspondence needed to respond. Website analytics services may collect technical and usage information, depending on the technologies used and your cookie choices.

3. How we use your information

We use diagnostic answers to calculate and display the assessment you request. We store diagnostic submissions in a restricted Wix CMS collection and create associated Wix Contacts records for administration, record management and service improvement. The diagnostic is free to use and does not require a purchase or consultancy booking.

Completing the diagnostic does not sign you up for promotional emails or result in an unsolicited sales follow-up. We contact you about consultancy if you separately enquire, and send marketing emails only where you have actively opted in.

We use information from contact and consultation forms to respond to requests, arrange discussions and provide our services.

4. Lawful bases for processing

Commercial Growth Diagnostic: We rely on our legitimate interests in providing and administering the free diagnostic requested by visitors, calculating and displaying results, keeping appropriate submission and contact records, and improving the service. We consider necessity and the impact on individuals when relying on these interests.

Business enquiries: We rely on legitimate interests in responding to enquiries, or on taking steps at your request before entering into a contract, as appropriate to the enquiry.

Marketing emails: We rely on your consent when you actively opt in to receive promotional email. You may withdraw that consent at any time.

Non-essential analytics: Where consent is required for analytics cookies or similar technologies, we seek it through the website consent controls. Any further personal-data processing must have an appropriate UK GDPR lawful basis.

5. Optional marketing emails

Marketing consent on the diagnostic is separate from submission, optional and unticked by default. If you opt in, we may send occasional emails about commercial growth insights, consultancy services, business updates and relevant offers. You can withdraw consent at any time using an unsubscribe link or by emailing info@harrisonandhunter.co.uk. Declining marketing does not prevent you receiving diagnostic results.

Your marketing preference is recorded with your diagnostic submission. Where you opt in, our website also updates the email subscription status in Wix. Existing unsubscribe preferences are respected.

6. Automated diagnostic scoring

Your answers are automatically scored to produce an indicative commercial maturity band and identify a potential growth constraint. This is a business assessment; it does not itself make decisions with legal or similarly significant effects concerning individuals.

7. Client information and confidentiality

In consultancy engagements, clients may give us access to marketing and contact lists for agreed activities. We generally work through the client's preferred marketing platform. Where local copies are needed for tasks such as list cleaning or consolidation, we restrict access to authorised personnel and delete working copies after the task is complete and information has been returned to the client's system. Our role and obligations depend on each client agreement.

8. Systems, security and international transfers

We use Wix for our website, diagnostic records and contact management; Wix Analytics and Google Analytics for website analytics; and Microsoft 365, including Outlook for business correspondence and OneDrive/SharePoint for document storage. We use access controls and appropriate organisational and technical measures to protect personal information. We do not sell diagnostic submissions.

Some service providers may process personal information outside the UK. Where restricted international transfers occur, we assess the applicable requirements and use appropriate safeguards as required by UK data protection law. Further information about relevant transfer arrangements can be requested using the contact details above.

9. Cookies and analytics

Our website provides cookie controls with Decline, Accept and Settings choices. We use Wix Analytics and Google Analytics to understand visits and website interactions. Non-essential cookies and similar technologies should be used only in accordance with applicable consent requirements and visitors' preferences. You can review or change available cookie settings through the website controls.

10. Retention and deletion

We normally retain Commercial Growth Diagnostic submissions and associated contact details for 24 months after the last meaningful interaction, unless a longer period is required for legal or contractual reasons. We review records due for deletion each month and remove them from Wix CMS and Wix Contacts where no valid retention reason remains.

Other records, including client documents, consultation correspondence and evidence of marketing consent, are retained only as long as necessary for their purposes, relevant agreements and legal obligations. We review retention needs periodically. Where appropriate, suppression information may be retained to honour unsubscribe requests.

11. Your rights

Subject to applicable law, you may ask to access, correct or erase your personal data, restrict or object to processing, and in some circumstances request portability. You can object to direct marketing at any time and withdraw consent without affecting processing carried out before withdrawal. Contact info@harrisonandhunter.co.uk. You may also complain to the UK Information Commissioner's Office at ico.org.uk.

12. Changes to this policy

We may update this policy when our services or data practices change. We will publish an updated version with its effective date and provide further notice where required.