

Privacy Policy (Public, Website Visitors)



Together

We are **Clemark Group**,

Registered in England & Wales under **Associate Enterprises Limited** and including all wholly owned subsidiaries. We also trade as Assent, Lorators, Clemark.

Our integrated management system covers the provision of consultancy, auditing, training, creative, technology and other professional services delivered in-person and remotely to ensuring the quality of products/services and the security of all information.

1. Who We Are

Associate Enterprises Limited (“we”, “us”, “our”) provides consultancy, audit services, online platforms (including LMS services) and other professional services.

We are the **data controller** for the personal data described in this Privacy Policy.

Contact details

Email: desk@assent1.com

Address Details see <https://www.clemarkgroup.com/about/>

2. Scope of This Policy

This policy applies to:

- Individuals interacting with our website or services

3. What Data We Collect

When you use our website, we may collect:

- Information you provide through forms or enquiries (Such as Contact details)
- Technical data (e.g. IP address, browser type)
- Website usage data (via cookies and analytics)

4. How We Use Your Data

We use your data to:

- Respond to enquiries
- Provide information about our services
- Improve website performance and user experience
- Send marketing communications (where you have consented)

Legal bases:

- Consent (e.g. for cookies and marketing)
- Contract (where enquiries relate to services)

4. Cookies and Analytics

We use cookies to:

- Ensure the website functions properly
- Analyse usage and improve performance

We will request your consent before placing non-essential cookies.

5. Sharing Your Data

We may share your data with:

- Website hosting and IT providers
- Analytics providers
- Customer support platforms

All third parties are required to protect your data.

6. How Long We Keep Your Data

- Enquiries and contact data: typically up to **1 year**
- Marketing data: until you withdraw consent
- Website analytics data: up to **1 year**

7. Your Rights

You have the right to:

- Access your personal data
- Request correction or deletion
- Withdraw consent at any time
- Object to processing

To exercise your rights, contact us.

8. International Transfers

Where third-party services are based outside the UK, we ensure appropriate safeguards are in place.

9. Complaints

If you are unhappy with how we handle your data, you can contact us first:

<https://assentuk.freshdesk.com/support/tickets/new>.

We will acknowledge your complaint within 30 days and investigate without delay. We will provide a response to your complaint and communicate the outcome.

If you are not satisfied with our response, you have the right to submit a complaint to the Information Commissioner's Office (ICO):

Website: <https://www.ico.org.uk>

Telephone: +44303 123 1113

10. Updates

We may update this policy from time to time. The latest version will always be available on our website.