Privacy Policy

Holistic Engineering Ltd Last updated: 12 October 2026

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1. Who we are

Holistic Engineering Ltd provides systems thinking, strategic innovation, technical advisory and related services.

This privacy policy explains how we collect, use and protect personal information when you visit our website, contact us or request access to our shared resources.

Holistic Engineering Ltd is responsible for the personal information described in this policy.

Contact: Resonating@Holistic-Engineering.co.uk

2. What information we collect

Depending on how you interact with our website, we may collect:

- Your name and email address when you request access to downloadable resources.
- Your name and contact details if you make use of our website's contact form to e.g. make an enquiry.
- Information you include in messages or correspondence with us.
- Technical information about your use of the website, collected through our hosting provider.

We aim to collect only the information needed for the relevant purpose.

3. How we use your information

We may use your information to:

- Provide the resources you have requested.
- Respond to enquiries and communicate with you about your request.
- Maintain the security and effective operation of our website.
- Understand and improve the website and its resources, where appropriate.

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When you request one of our resources we may follow up at a later date to ask how useful you found it and whether it helped you. You can opt out of further communications from us at any time by replying to our email and asking us to stop.

4. Our lawful basis for processing

We process personal information only where we have a lawful basis to do so. Depending on the circumstances, this may include taking steps at your request, pursuing legitimate interests such as responding to enquiries and operating our website, or obtaining your consent where appropriate.

Where we rely on consent, you may withdraw it at any time.

5. How we store and share information

We take reasonable steps to protect personal information against unauthorised access, loss, misuse or disclosure.

We may use third-party service providers to host our website, process forms or deliver emails and requested resources. These providers may process information on our behalf where necessary to provide their services.

We will never sell your personal information. We may share it with service providers who help us operate our website or manage communications on our behalf, where necessary and subject to appropriate safeguards. We will not share your personal information with unrelated third parties for their own marketing purposes unless we have a lawful basis to do so and have obtained any consent required by law.

If we use an external provider to manage our marketing communications, we will explain how your information is used and shared in accordance with our privacy obligations.

6. How long we retain information

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected, including any applicable legal or administrative requirements.

Email addresses collected to provide resources will be reviewed periodically and deleted when they are no longer needed, unless there is a legitimate reason to retain them.

7. Your rights

Under applicable data protection law, you may have the right to:

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- Request access to your personal information.
- Ask us to correct inaccurate information.
- Request deletion or restriction of processing in certain circumstances.
- Object to certain uses of your information.
- Request a copy of your information in a portable format, where applicable.
- Withdraw consent where processing is based on consent.

To exercise your rights, contact us using the details above.

You also have the right to complain to the UK Information Commissioner's Office (ICO) if you believe your personal information has been handled unlawfully. Information is available at: ico.org.uk.

8. Cookies and website analytics

Our website may use strictly necessary cookies to support its operation and security. We do not currently use analytics or advertising cookies. If our use of cookies or similar technologies changes, we will update this information accordingly.

9. Changes to this policy

We may update this policy when our website, services or data-processing practices change. The latest version will be published on this page, with the date of the latest update.

If you have questions about this policy or how we handle your information, please contact us.

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