



Ad Hoc Support

Practical data protection advice when you need it. No retainer, no subscription, and no obligation to commit to ongoing support.

COMMON AREAS OF SUPPORT

FROM

£95

Per hour for specialist advice.

OR

£Fixed

Fixed fee quotes agreed in advance.

- **Subject Access Requests**
Guidance on responding to requests from individuals to access, correct or delete their personal data.
- **Personal Data Breaches**
Advice on assessing incidents, determining whether ICO notification is required, and managing the response.
- **Privacy Notices and Policies**
Reviews of existing documents and practical recommendations for improvement.
- **CCTV Compliance**
Support with signage, retention periods, access requests and lawful use of CCTV systems.
- **Data Sharing and Third Parties**
Advice on sharing personal data with suppliers, partner organisations and other external parties.
- **General Compliance Questions**
Practical answers to day-to-day data protection questions as they arise.

Sometimes a short conversation is enough to provide clarity and reassurance.

Support is available by email, telephone or video call, or in-person, depending on the nature of the issue.

Why Three Counties Data Protection?

- **Qualified and insured.** Liz Sydenham holds the BCS Practitioner Certificate in Data Protection and carries full professional indemnity insurance.
- **Plain English, always.** No unnecessary complexity. Advice that is proportionate to the size of your organisation – not scaled down from a corporate template.
- **Built for organisations like yours.** Three Counties Data Protection works exclusively with small businesses, charities and community organisations across Worcestershire, Herefordshire and Gloucestershire.
- **One point of contact.** You will always deal directly with Liz.
- **No surprises.** Fixed price, agreed in advance. The price you see is the price you pay.

Need some advice?

Get in touch for an informal discussion. I'll explain your options, answer any initial questions, and provide a fixed-price quote where appropriate.

hello@threecountiesdata.co.uk
www.threecountiesdata.co.uk

How It Works

Ad hoc support is designed to flex around what you need. Whether it's a quick question or a more involved issue, I'll assess the situation, give you a clear estimate, and get straight to work.

01 Get In Touch Tell me about the issue by email or telephone.	02 Scope and Quote I will confirm whether the matter can be handled on an ad hoc basis and provide an estimate of costs.	03 Advice and Support I provide practical guidance tailored to your circumstances.	04 Follow-up Any agreed actions, recommendations or next steps are confirmed in writing.
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What's Included?

Every enquiry is different, but the aim is always the same: to provide clear, practical advice that helps you understand your options and move forward with confidence.

Initial discussion	A brief conversation to understand the issue and agree the most appropriate approach.
Practical advice	Clear recommendations tailored to your organisation and circumstances.
Plain English explanations	No legal jargon or unnecessary complexity.
Written follow-up	Where appropriate, key advice and recommendations confirmed by email.
Fixed fee or agreed hourly rate	Agreed in advance wherever possible.
No ongoing commitment	Use the service only when you need it.

If an issue develops into a larger piece of work, I can also advise on the most appropriate next steps and support available.

Common Triggers for Ad Hoc Support

Many organisations contact me when:

■ They receive a Subject Access Request and are unsure how to respond.	■ A personal data breach has occurred, and they need to decide whether the ICO must be notified.
■ They are introducing CCTV and want to understand their responsibilities.	■ A customer, employee or volunteer raises a data protection concern.
■ They are asked to share personal data with another organisation and want to do so lawfully.	■ They know something does not feel quite right but are not sure whether there is actually a problem.





In many cases, a short conversation is enough to provide reassurance and a clear way forward.

About Three Counties Data Protection

Three Counties Data Protection is a sole-trader consultancy based near Upton-Upon-Severn in Worcestershire, providing practical, proportionate data protection advice to small businesses, charities and community organisations across Worcestershire, Herefordshire and Gloucestershire.

The consultancy was founded on a straightforward premise: that small organisations deserve the same quality of data protection advice as large ones - but delivered in a way that makes sense for their size, their budget, and the way they work.

Credentials and experience

-  **BCS Practitioner Certificate in Data Protection**
A recognised professional qualification in UK data protection law and practice, awarded by the British Computer Society.
-  **Professional indemnity insurance**
Full professional indemnity cover - so you have recourse if anything goes wrong.
-  **Information governance and compliance background**
A professional background spanning information governance, database implementation, project management, and governance support - including experience as Clerk to Governors and Company Secretary. This breadth means advice is practical and grounded in how organisations operate, not just what the law says.
-  **Plain English specialism**
A consistent commitment to translating legal and regulatory complexity into clear, accessible language - in every report, every template, and every conversation.

Frequently Asked Questions

What kinds of questions can you help with?

Anything related to UK GDPR, the Data Protection Act 2018 or practical information governance. If I don't believe I am the right person to help, I will say so.

Do I need to be an existing client?

No. Ad Hoc Support is available to both existing and new clients

How quickly can you respond?

Response times depend on availability and urgency. If your issue is time-sensitive, please let me know when you get in touch.

Can you review documents drafted by somebody else?

Yes. I can review existing policies, procedures, privacy notices and other documentation, providing practical recommendations for improvement.

Do you offer ongoing support packages?

Not currently. The service is designed for organisations that need occasional assistance rather than a formal retainer arrangement.

Can you help if I've been contacted by the ICO?

Yes. If you have received correspondence from the ICO or are dealing with a complaint, I can review the situation and advise on an appropriate response.

This service guide is part of a series from Three Counties Data Protection

Each guide covers a different way I can help your organisation with data protection.

1
Data Protection
Audit

2
Documentation
Preparation

3
Ad Hoc Support

4
Training and
Awareness