

## **My Privacy Policy**

I am committed to protecting and preserving the privacy of my customers when visiting my website or communicating (electronically or verbally) with me. Please take a moment to familiarise yourself with my Privacy Policy.

My Privacy Policy explains when and why I collect personal information about people who visit my website, how I use it, the conditions under which I may disclose it to others and how I store it.

I confirm that I will keep the information on a secure server and that I will comply fully with all applicable UK Data Protection legislation and regulations.

Please let me know if you have any questions regarding this Policy either by email to [simondayuk@gmail.com](mailto:simondayuk@gmail.com) or by telephone 07828 467 753.

### **How do I collect information from you?**

I am aware of the importance of handling data safely and securely and understand the procedures I have in place to ensure this happens.

I collect information from you when you make an enquiry about my services either by telephone, text or email.

I also collect information about you when I take a payment from you. This information is required to complete the task in question.

I don't ask you to confirm that you are happy to receive communications from me because I won't send any communications, other than replying to a communication from yourself.

In running and operating my website, I may collect and process certain data and information relating to you and your use of this site. I collect information relating to website users by using cookies (see details below).

If you connect with me via social media i.e. Twitter by 'liking' or 'following' me I may collect information and data such as your name and details you provide when entering a social media competition or poll. my Privacy Policy applies to all social media activity.

### **What type of information is collected from you?**

The data I collect from you may be classed as 'personal data' – information about an individual who can be identified by it.

The information I collect about you might include the following;

- ! your name / name of partner or spouse / name of your children
- ! your address and postcode
- ! your email address
- ! your home telephone number / mobile number

- ! your demographic information such as interests and preferences
- ! your date of birth
- ! your IP address
- ! your web browser type and version
- ! your credit or debit card details when making a payment
- ! any information regarding what pages on my website are accessed and when

The data I may collect;

- ! If you contact me, I may keep a record of your email and other correspondence.
- ! Information that you provide as a result of filling in forms on my website, such as asking me a question.
- ! Details of visits to my website and the pages that are accessed, including but not limited to, traffic data, location data and other communication data that may assist me in understanding how visitors use my website. This may also include the resources that you access, and information about where you are on the internet including the domain type, IP address and URL that you came from. This information is collected and used for my internal research purposes and to improve my customer service and may be sent to third-party processors for the purposes of data analysis, to improve my marketing efforts and for targeting specific services and products.
- ! If you make a purchase from me via my website, your card information is not held by me, it is collected by my third-party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions. PayPal transactions are subject to the PayPal Privacy Policy.

Your privacy is important to me and I confirm that I will never release your personal data to any third party for their mailing or marketing purposes.

### **How will I use the data about you?**

I may use your information;

- ! to provide you with information you have requested from me about my products and services
- ! for my internal purposes including internal record keeping, statistical purposes, quality control, website performance and evaluation, improvements to products and services.

### **Who has access to your information?**

In order to comply with the Data Protection Act of 1984 and 1998, I follow procedures in the storage and disclosure of information that you have given to me, to prevent unauthorised access, misuse, alteration or loss of information under my control. my security measure may mean that I will require proof of identity before I am able to disclose information to you.

I will not sell or rent your information to third parties. I will not share your information with third parties for marketing purposes.

Third Party Service Providers working on my behalf: I may pass your information to my third-party service providers, agents, subcontractors and other associated organisations for the

purposes of completing tasks and providing services to you on my behalf (for example to process payments i.e. PayPal). However, when I use third party service providers, I disclose only the personal information that is necessary to deliver the service and I ensure their own Privacy Policies are in place that requires them to keep your information secure and not to use it for their own direct marketing purposes

Third Party Product Providers I work in association with: I work with could include banks for online banking, PayPal etc. When you enquire or make a purchase, the relevant third-party product provider will use your details to provide you with information and carry out their obligations arising from any contracts you have entered into with them. They too will be acting as a data controller of your information and therefore I advise you to read their Privacy Policy. These third-party product providers will share required information about you with me (e.g. your order details) which I will use in accordance with this Privacy Policy.

When you are using my secure online commerce system, your purchase is processed by a third-party payment processor, who specialises in the secure online capture and processing of credit/debit card transactions.

When you give me personal information, I take steps to ensure that it's treated securely. Once I receive your information, I make my best effort to ensure its security on my systems.

Whilst I take appropriate measures, both technical and organisational, to safeguard your personal data you provide us, I cannot guarantee that transmissions over the internet are totally secure, therefore the transfer of personal data via the internet is entirely at your own risk.

## **The transfer of your information outside of Europe**

The information which you provide to me may be transferred to countries outside the European Union ("EU"). For example, I use iContact (based in USA) as a platform for email marketing. Please find their Privacy Policy here <https://www.icontact.com/legal/privacy>. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing.

## **Retention of information**

I will hold your personal information on my systems for as long as is necessary to fulfil the purpose for which it was obtained, or as long as is set out in any relevant contract you hold with us.

## **How do I opt out?**

I will not make contact with you unless you have contacted me and I am replying to your communication. I do keep emails to help me if you contact me again in the future. If you wish for your emails to be removed please contact at either [simondayuk@gmail.com](mailto:simondayuk@gmail.com) or telephone 07828 467 753

I will not contact you for marketing purposes by email, phone or text message.

## **your rights**

Your 'right to be forgotten' and access. You are legally entitled to access, modify, correct, revoke your consent and delete any data I hold relating to you and that you have the legal right to forbid this data being prevented to any third parties. You have the right to ask for a copy of the information I hold about you at any time. Please use the contact details below if you would like to receive a copy. The accuracy of your information is also important to us. If you change email address, or any of the other information I hold is inaccurate or out of date, please email me at: [simondayuk@gmail.com](mailto:simondayuk@gmail.com) Alternatively, you can telephone 07828 467 753.

## **Use of 'cookies'**

Like many other websites, the website uses cookies. A Cookie is a small file of letters and numbers sent by an organisation which asks permission from your browser to be placed on your hard drive to allow that website to recognise when you visit. I only use this information for statistical analysis purposes. Overall, cookies help me provide you with a better website by enabling me to monitor which pages you find useful and which you do not. A cookie in no way gives me access to your computer or any information about you, other than the data you choose to share with us. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, I use Google Analytics to research user activities on my website in order to enhance its performance and usability. In the course of conducting this research Google places a First Party session 'cookie' on your browser and collects aggregate information to enable me to see what people view on the website and for how long. The use of cookies enables me to improve my website, deliver effective marketing and offer a more personalised service. You can choose to accept or decline cookies.

It is possible to switch off cookies by adjusting your browser preferences or using a dedicated browser extension.

To find out more about how to manage cookies through your chosen browser go to [www.allaboutcookies.org/manage-cookies/](http://www.allaboutcookies.org/manage-cookies/)

## **Links to other websites**

This privacy Policy applies solely to information and data collected by me. My website may contain links to other websites run by other organisations over which I have no control, so I encourage you to read the privacy statements on the other websites you visit. I am not responsible for the privacy policies and practices of other sites even if you access them using links from my website.

In addition, if you were referred to my website from a third-party site, I cannot be responsible for the privacy policies and practices of the owners and operators of that third-party site and recommend that you check the policy of that third-party site.

## **Those aged 16 or under**

I am concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide me with personal information.

This Privacy Policy is reviewed regularly. I may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using my website, you're agreeing to be bound by this Policy.

This Privacy Policy is kept under review and was last updated in May 2018.