

# Privacy Policy

This website <https://www.sheprendosmagicparties.co.uk/home/> is owned and operated by Sheila Linnell trading as Sheprendo's Magic Parties.co.uk

## 1. Introduction

We're committed to protecting and respecting your privacy in line with new EU-wide Data Protection Regulations (GDPR).

This policy explains (hopefully in plain English) how and why we use information you have given us and how we keep it secure. GDPR also gives you new rights and much more control over your personal data. We'll tell you about all this below as well.

## 2. How we collect information from you

Obviously we collect information about you when you contact us about products and services. We also collect limited information when you visit our website via cookies. These help us improve and personalise our site. We've explained more about both in sections 3 and 4 below.

## 3. What are cookies and how do we use them

Most websites use cookies in some way. Cookies are just small pieces of code that work away in the background to help website owners measure how visitors interact with website content. Unless you have cookies disabled, when you visit our site cookies could be used by:

**Google (SIDCC).** Security cookie to protect users data from unauthorised access. Please note, all third parties like Google have obligations to conform to GDPR and they don't store or show us any personally identifiable information.

**Facebook (XS, act, presence).** These cookies allow users to interact with our Facebook page direct from our site.

Overall, cookies help us to give you a better website experience. However, if you prefer, you can easily turn cookies off in your browser settings. Here are some links to popular browser's' instructions as to 'how to disable cookies'.

- a. Firefox:  
<https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences>
- b. Chrome: <https://support.google.com/chrome/answer/95647?hl=en>
- c. Opera: <http://www.opera.com/help/tutorials/security/cookies/>
- d. Microsoft Edge:  
<https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy>
- e. Microsoft Internet Explorer:  
<https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies>

#### **4. How we handle information collected when you contact us about products or services**

GDPR requires all businesses to have a lawful basis to process personal data about a customer/prospective customer. The law sets out six different lawful bases to choose from. Business owners have to explain to you how and when we process your data and the legal basis for each occurrence. Currently our processing fits into two of the six available bases.

**'Contractual' basis** – this is when processing you data is obvious and necessary, for example you submit an enquiry and ask us to get back to you or you contact us to book a show. Please be assured, we will only use this data for the purposes of offering relevant services to you.

**'Legal Obligation' basis** - some processing is necessary because we have to comply with the law. For example, when you hire our services. HMRC require us to keep records for at least 5 years.

## 5. Security of your data

When you give us personal information, we take steps to ensure that it's treated securely. We will absolutely not share your information with third parties for marketing purposes.

- a) When you call, email or contact us via our website or social media, any personal information you give is initially recorded electronically and stored safely.
- b) When you book with us we also generate a paper copy for preparation of our annual accounts and tax return. GDPR doesn't prohibit keeping personally identifiable information on paper but we must take all reasonable steps to make sure it's stored securely. We confirm that we always adhere fully to the safe storage of your personal data be that electronic or paper.
- c) We use Heart Internet and our email provider. Heart services are fully compliant with GDPR and emails sent across their servers are end-to-end encrypted by default to prevent other people reading them.
- d) When you use our website any information you send via our webform will be secure and communications between your browser and the website are encrypted (SSL) by Starfield Technologies.
- e) Our website is hosted on Heart Internet servers in data centre is in Leeds (UK). Once again Heart services are fully GDPR complaint so your interaction with our

## 6. Access to your personal information

General Data Protection Regulation (GDPR) provides increased rights for individuals. This is the full list of individual's rights. They don't apply in all circumstances. However, if you wish to exercise any of these rights please contact us using the details below and we'll be happy to help.

- The right to be informed about the processing of your personal information.
- The right to have your personal information corrected if it is inaccurate and to have incomplete personal information completed.
- The right to object to processing of your personal information.

- The right to restrict processing of your personal information.
- The right to have your personal information erased (the “right to be forgotten”).
- The right to request access to your personal information and to obtain information about how we process it.
- The right to move, copy or transfer your personal information (“data portability”).
- Rights in relation to automated decision making which has a legal effect or otherwise significantly affects you.

After receiving any request, we will tell you when we expect to provide you with the information, and whether we require any fee for providing it to you. Whilst we’re expected to provide you with a copy of the information free of charge, we can charge a ‘reasonable fee’ if your request is unwarranted.

## **7. Data retention period**

GDPR says we shouldn’t retain your data for longer than is necessary. We’ll only hold your personal information:-

- a) For as long as we have reasonable business needs - like carrying out bookings.
- b) To comply with our legal obligations to HMRC - We must keep records for at least 5 years after the 31 January submission deadline of the relevant tax year.
- c) For as long as we have a legitimate interest.

## **8. How you can complain**

- a. If you are not happy with how we handle your data or you have any complaint then you should tell us by email. Our address is [info@sheprendosmagicparties.co.uk](mailto:info@sheprendosmagicparties.co.uk)

- b. If you are in any way dissatisfied about how we process your personal information, you have a right to lodge a complaint with the Information Commissioner's Office. This can be done at <https://ico.org.uk/concerns/>

## 9. Contact details

You can contact us:

- a. by post, to 11 Penley Close, Chinnor Oxon OX39 4JS.
- b. using our website contact form
- c. by telephone, on 07513 309894
- d. by email, using [info@sheprendosmagicparties.co.uk](mailto:info@sheprendosmagicparties.co.uk)

© sheprendosmagicparties.co.uk 2018