

## PRIVACY POLICY

### 1. OUR APPROACH

This privacy policy sets out how we, Anne Delisser Designs (Fiona Purvis – Sole Proprietor, further referred to as “us”, “our” or “we”) process the personal information of our customers (‘you’ or ‘your’). Protecting your data, privacy and personal information is very important to us and it is vitally important that our customers feel secure when using our services.

For the purpose of the relevant data protection legislation, the data controller and data processor is Anne Delisser Designs. For the avoidance of any doubt, any reference in this privacy policy to your data shall include data about other individuals that you have provided us with.

Business Address: 2 Luxembourg Way, Dereham, Norfolk, NR19 1XS

Telephone: 01362 654339

Email: annedelisser@aol.com

### 2. INFORMATION WE MAY COLLECT

- (a) *Information that you provide to us* - You will be asked to provide us with your information when you fill in forms, or correspond with us by phone, email (or otherwise), subscribe to our newsletter/promotional emails, use our services or report a problem with our services. The information you will be asked to provide to us for these purposes will include your first name, surname, email address, phone number and delivery address. As well as any other information supplied by you for the purpose of us providing the required Service.
- (b) *Information we collect about you* - In relation to each of your visits to our Website we may automatically collect some data, including device-specific information (such as your hardware model and operating system), and technical information (such as your IP address). However this information is anonymous and cannot be used to identify you.
- (c) *Information we receive from other sources* – We do not buy, sell or exchange data with any external sources or third parties.

### 3. HOW AND WHY WE USE YOUR INFORMATION

These are the legal grounds that justify our use of your information:

- **Consent:** where you have consented to our use of your information (you are providing explicit, informed, freely given consent, in relation to any such use and may withdraw your consent in the circumstance detailed below by notifying us);
- **Contract performance:** where your information is necessary to enter into or perform our contract with you;
- **Legal obligation:** where we need to use your information to comply with our legal obligations;
- **Legitimate interests:** where we use your information to achieve a legitimate interest and our reasons for using it outweigh any prejudice to your data protection rights; and
- **Legal claims:** where your information is necessary for us to defend, prosecute or make a claim against you or a third party.

We use information held about you (and information about others that you have provided us with) in the following ways:

Information Collected	Use of Information	Justification
Email address, first name, surname, home address, product choices and customisation	<p>To provide you with the Services as required by yourselves.</p> <p>For marketing our own products and services that we believe will be of interest to you and to identify more appropriate products and services).</p> <p>To administer our Services and for internal operations, including research, data analysis and data statistics, and to create derived, anonymised and aggregated data to improve our Services.</p> <p>To notify you about changes to our Services.</p>	<p>Contract performance and Legitimate interest (for marketing our own similar products and services and to tailor our services appropriately, as well as administering and improving our services and updating our services from time to time).</p> <p><i>No marketing of third party products or services will be conducted without your consent.</i></p>

You may opt-out of any marketing communication sent to you by contacting us at [annedelisser@aol.com](mailto:annedelisser@aol.com).

#### 4. WHERE PERSONAL INFORMATION IS STORED

The personal data that we collect from you is processed in the European Economic Area ("EEA") and stored on a secure, password-protected computer. If information is received via email, this too is password protected and the computer used to access the data has scheduled daily checks for virus, hacker and malware infringement; the WiFi system is also password protected and secure. All personal information is stored on an individual computer and one back-up hard drive, which is stored in the same office. No data is saved onto the Cloud or any other external data storage system, with the exception of email attachments, which may be stored on external email servers beyond our control. All access doors and windows are locked whenever the office is unmanned. No one having access to the office by virtue of being a resident in the property has any criminal record of prosecution past or pending.

Once we have received your information, we will use strict procedures and security features to try to prevent any unauthorised access.

#### 5. DISCLOSURE OF PERSONAL INFORMATION

We do not buy, sell, exchange or disclose data with any external sources or third parties. However, we may disclose your personal information to third parties in the following circumstances:

- (a) Legal Obligation - We may disclose your personal information to third parties, the court service and/or regulators or law enforcement agencies in connection with proceedings or investigations anywhere in the world where compelled to do so. Where permitted, we will direct any such request to you or notify you before

responding unless to do so would prejudice the prevention or detection of a crime.

## **6. HOW LONG WE HOLD PERSONAL INFORMATION**

We will hold any information for as long as is necessary in order to provide you with the Services, deal with any specific issues that may arise, or otherwise as required by law or any relevant regulatory body. Our retention periods are based on business needs and your information that is no longer needed is either irreversibly anonymized and retained or securely destroyed. We restrict access to your personal information to those persons who need to use it for the relevant purpose.

## **7. YOUR RIGHTS**

Under the General Data Protection Regulation (EU) 2017/676, you have the following rights in relation to your personal data:

- (i) Right of Access - You have the right to obtain confirmation as to whether or not personal data concerning you has been processed, and, where that is the case, a copy of the personal data undergoing processing.
- (ii) Right to Rectification - You should notify us of any changes to the personal information that you have provided to us by sending us a request to rectify your personal data where you believe the personal data we have is inaccurate.
- (iii) Right to be forgotten - Asking us to delete all of your personal data will result in Anne Delisser Designs deleting your personal data without undue delay (unless there is a legitimate and legal reason why Anne Delisser Designs are unable to delete certain data, in which case we will inform you of this).
- (iv) Right to restriction of processing - You have the right to ask us to stop processing your personal data at any time.
- (v) Right to data portability - You have the right to request that Anne Delisser Designs provide you with a copy of all of your personal data and to transmit your personal data to another data controller.
- (vi) Right to complain - You have the right to lodge a complaint to a supervisory authority such as the Information Commissioner's Office (<http://www.ico.org.uk>)

## **8. CHANGES TO THIS POLICY**

When appropriate, any significant changes we make to our privacy policy in the future will be notified to you by email. The latest version will always be freely available upon request.

## **9. CONTACT**

Any questions relating to this privacy policy should be addressed to [annedelisser@aol.com](mailto:annedelisser@aol.com).